

## Job Description

### TECHNICAL SUPPORT SPECIALIST

- REPORTS TO:** IT Manager
- BASED AT:** Barnabas Foundation, Crete, IL
- SCHEDULE:** Part-time, flexible schedule between 10 – 25 hours per week
- PURPOSE:** The Technical Support Specialist's primary responsibility is to assist the IT Manager in providing first level technical assistance by troubleshooting employee requests and resolving issues to maintain productivity. Training for all key responsibilities will be provided as needed.

### KEY RESPONSIBILITIES

- Everyday technical assistance for users by installing programs, training users, modifying or making minor repairs to computer hardware or software systems including the following:
  - Microsoft Windows 10 & 11 user support (includes Outlook, Word, Excel, PowerPoint)
  - Email using Microsoft Office 365
  - Adobe Creative Cloud licensing and installations.
  - Microsoft Server network drive and printer sharing
  - Remote VPN connectivity to the organization network
  - Off premise user assistance with remote desktops
  - Hardware or software update and patch management (Lenovo, Microsoft)
  - Other duties as assigned.
  
- Advanced cloud-based technology installation and administration (opportunities for learning):
  - Cyber security research and improvement
  - Firewall configuration
  - Microsoft Server 2022 & VMWare vSphere 7.0
  - Anti-virus desktop software
  - User password management software
  - Secure file transfer software
  - Video conferencing software
  - Hardware theft protection software
  - Phone system (digital and VOIP handsets)
  - Client relations management database application
  - Financial software platform

## QUALIFICATIONS, EDUCATION AND SKILLS

The qualifications of the successful candidate for this position include:

1. Total commitment to Jesus Christ as your Lord and Savior and a desire to live with Him for eternity.
2. Post high school education, classes, certification or technical training in the field of information technology.
3. Prior experience working on a helpdesk, in IT or similar technical function is beneficial.
4. Basic knowledge of networking principles and operating systems.
5. Software maintenance and testing capability.
6. Excellent problem-solving and troubleshooting skills.
7. Ability to communicate technical information in an accessible manner to non-technical employees.
8. Eagerness to learn new software programs.
9. Customer service attitude and desire to work as a team.

Interested candidates should email a cover letter and resumé to [jobs@barnabasfoundation.com](mailto:jobs@barnabasfoundation.com).

To learn more about Barnabas Foundation and view details of the job description go to [www.barnabasfoundation.com/careers](http://www.barnabasfoundation.com/careers).