



## MT. JULIET CHRISTIAN ACADEMY

**Mission Statement:** As a ministry of First Baptist Church Mt. Juliet for over 40 years, our mission is to partner with families in developing students to think, lead, and live as Christians based upon a biblical worldview.

### Job Description

**JOB TITLE:** IT Support Specialist | **REPORTS TO:** IT Director

**Purpose:**

Mt. Juliet Christian Academy is seeking an enthusiastic and diligent IT Support Specialist to join our team. This role presents an excellent opportunity for an individual who possesses a willingness to learn and assist with technical challenges, while maintaining a professional demeanor. Collaborating closely with the IT Director, the IT Support Specialist will play a crucial role in ensuring the seamless operation of our technology infrastructure and providing valuable support to faculty and staff.

**Qualifications:**

While a bachelor's degree in a technology-related field is preferred, candidates with a strong willingness to learn and an aptitude for technical problem-solving will be considered.

Basic familiarity with computer hardware, software applications, and common operating systems (such as Windows and macOS) is advantageous.

Exceptional interpersonal skills and the ability to communicate technical concepts clearly and professionally to diverse stakeholders.

Strong organizational skills and capacity to manage multiple tasks within a dynamic work environment.

Experience with Google Workspace (formerly G Suite) or Microsoft Office 365 is a plus.

Industry certifications, such as CompTIA A+ or Microsoft Certified Professional, would be beneficial.

**Responsibilities and Duties:**

- Provide technical assistance to faculty and staff in troubleshooting computer hardware and software issues, as well as network connectivity problems.
- Offer prompt and effective responses to IT helpdesk requests through multiple communication channels, exhibiting a high degree of professionalism and customer service.

- Assist with the setup, configuration, and deployment of various technology devices, including computers, peripherals, and related equipment.
- Collaborate with the IT Director to maintain an accurate inventory of technology assets, including computers, printers, projectors, and other hardware components.
- Participate in the resolution of software-related challenges, encompassing software installations, updates, and compatibility matters, ensuring optimal productivity for users.
- Contribute to the maintenance of the academy's network infrastructure, including switches, routers, and wireless access points, to sustain secure and stable network operations.
- Deliver user training and guidance on the effective utilization of technology resources, software applications, and online platforms.
- Assist in implementing security protocols, data protection strategies, and backup solutions to uphold the confidentiality of sensitive information and ensure continuity of operations.
- Document technical procedures, troubleshooting resolutions, and frequently encountered issues to establish a comprehensive knowledge repository for future reference and training initiatives.
- Participate in the planning and execution of technology projects, including software upgrades, hardware replacements, and system enhancements.