

GRACE BRETHREN S C H O O L S

JOB DESCRIPTION: IT SUPPORT

SUMMARY

Primarily responsible for IT User Support, with secondary responsibilities in Systems Administration, Network Services, Operating Systems, and Data Management. Work consists of planning and delivery of IT user support services, including installation, configuration, troubleshooting, user assistance, and/or training, in response to user requirements.

Job Title: IT Support, Level 1

Job Status: Full Time

Department: IT

Exempt Status: Non Exempt

Reports To: IT Director

Salary Range: \$16.00-\$17.50/hr.

ESSENTIAL FUNCTIONS

- Diagnosing and resolving problems in response to user reported incidents;
- Researching, evaluating, and providing feedback on problematic trends and patterns in user support requirements;
- Developing and maintaining problem tracking and resolution databases;
- Installing, configuring, troubleshooting, and maintaining user hardware and software;
- Developing and managing user service performance requirements;
- Developing user support policies, procedures, and standards;
- Providing user training;
- Ensuring the rigorous application of information security/information assurance policies, principles, and practices in the delivery of user support services.

QUALIFICATIONS

- Personal relationship with Jesus Christ and a demonstrable understanding of the gospel.
- Clear agreement with the doctrinal position of Grace Church and School and a firm commitment of a like-minded local church body.
- Functioning member of a local church
- Education: High school diploma
- Experience: 0 to 5 years experience in a related field
- Disposition that is professional and personable
- Able to maintain a regular work schedule and predictable presence on our organization's communication and help desk systems (e.g. phone, email, chat, tickets)
- Basic mathematics and accounting knowledge is necessary
- Effective computer proficiency
- Excellent oral and written command of the English language
- Ability to compose, proofread and edit correspondence
- Exercise confidentiality, good judgment and discernment
- Service oriented and able to interface with many people is mandatory
- Ability to multitask in an environment with many distractions is a must

WORKING CONDITIONS

- Working Environment: Typical office and classroom environment, with responsibilities that require visiting other areas on campus. The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job.
- Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be able to lift, pull, push, grasp and bend while lifting up to 30lbs.

ADDITIONAL INFORMATION**Minimum Conditions for Beginning Employment:**

Prior to beginning employment, in accordance with Grace Church and School policy and/or under federal or state law, all employees must:

1. Sign and return an offer of "At Will" employment
2. Present verification of their identity and authorization to work in the United States
3. Successfully pass a background investigation

If, because of a disability, you need special services or facilities in order to apply or interview for this opening please contact the Human Resources department.

Grace Church and School is an equal opportunity employer, and it is our policy to maintain a working environment free of discrimination, intimidation, and harassment. This means that Grace does not discriminate with regard to race, gender, national or ethnic origin, color, age, or disability, to the extent required by law. This commitment to equal treatment applies to all aspects of employment, including, but not limited to: selection, training, assignment, promotion, compensation, benefits, transfer, performance evaluation, administration of personal policies, discipline, and discharge. All applicants are extended an equal opportunity to gain employment, and all employees are extended an equal opportunity to progress in their fields of endeavor.

This policy does not waive the ministerial exceptions or any other exceptions to any state or federal legislation, including, but not limited to Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act and the Americans with Disabilities Act.

All Grace Church and School employees must agree with the Statement of Faith as expressed in Article III of the Bylaws. We expect all employees to show respect and sensitivity towards all other employees and to demonstrate a commitment to Grace's equal opportunity objectives. If you observe a violation of this policy, please report it immediately to Administration.

APPLICATION PROCESS

- Applications are located on the website at www.gracebrethrenschools.com. Return completed application to hr@gracebrethren.com.
- Selection Process: The Human Resources department will review all applications. Selected candidates will be invited to participate in a personal interview process at Grace Church and School. Any expense incurred in connection with these interviews will be the responsibility of the candidates.
- Application Procedures: All documents included in your application remain the sole property of Grace Church and School and will not be returned. Your file for this opening will not be considered unless all requested items are submitted and are complete.