

JOB TITLE | IT Support Lead

MINISTRY | Information Technology

REPORTS TO | IT Director

STATUS | Full-Time Hourly

SUMMARY OF CONTRIBUTION

The IT Support Lead role is the foundational element of the Technology Information department. This role will be focused on maintaining all technical documentation, maintaining system logs to identify potential network issues, systems testing and backup verifications, monitoring and supporting all network equipment.

RESPONSIBILITIES

End User Support

- Fixing day to day issues (wifi issues, printer issues, software glitch).
- Fixing/replacing defective or damage hardware (broken screen, bad WAP).
- Installing approved software on systems.
- Configuring new systems for new staff or replacements for current staff.
- Staff onboarding/offboarding.
- Training staff on software/hardware used throughout the organization.
- Monitor and action Cyber Security Incidents.

Monitoring

- Monitor backup systems (Veeam).
- Monitor computer software logs.
- Monitor networking equipment logs.
- Monitor antivirus and antimalware system logs.

Cleanup and Maintenance

- Ensure updates are reviewed, tested and deployed to all systems. Troubleshooting if necessary.
- Clean up user database, Teams database, old files, computer management systems etc.
- Decommission old computers and equipment.

Change Management

- Help test and deploy new software or systems to the organization.
- Research effective solutions to current problems
- Help integrate systems for ease of use and unified log collection
- Assist in maintaining technical documentation needed for troubleshooting.

REQUIREMENTS

- Understanding of ticketing and project management systems
- Microsoft 365 Cloud infrastructure including (Office 365, Microsoft Teams, Azure Active Directory, Intune device management, hybrid AD)
- Computer repair skills including software and hardware repair (PC and Mac. Laptops and desktops)
- Basic Cyber Security knowledge
- Managing and maintaining system backups (Veeam)
- Log collection and asset monitoring (FreshService, ManageEngine)
- Excellent problem-solving skills
- Excellent Time Management & organizational skills
- Quick learner
- Can pivot quickly
- Good interpersonal & relational skills
- Attention to detail
- Excellent written and verbal communication skills

DESIRED EXPERIENCE

- 2-4-year college degree in IT or equivalent experience

BRIEF

We are looking for an individual who displays the competencies above but also exudes high character. This individual holds themselves to a biblical standard that is above reproach and honors God in their words and actions. They work to achieve and maintain a high degree of chemistry with all they interact with.