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# IT Help Desk Technician

## Position Summary:

New Life Church is seeking an IT Help Desk Technician to provide tier 1 & 2 technical support. The IT Help Desk Technician role will provide onsite support to both New Life Church and Renton Christian school and work in conjunction with our third-party IT consulting company.

## Direct Lead:

Operations Project Manager, Patrice Moon

## Position Details:

- Primary location at Renton Campus
- Status: Part-Time (Hourly)

## Responsibilities:

- Serve as the first line of support for technical issues for both church and school divisions.
- Troubleshoot both equipment and applications problems.
- Oversee equipment set ups for new hires and office moves.
- Work directly with third party IT consultants to escalate and resolve tickets. Provide ongoing communication regarding status of tickets.
- Serves as a liaison between third party IT consultants and end user.
- Supports both Mac and PC users within the enterprise.
- Responds to end users emails, calls and chats in a timely manner. Ensure that all issues have an associated help desk ticket.
- During down times, assist Operations Team with other tasks and projects.

## Required Skills & Experience:

- Basic understanding of Tier I IT issues and resolutions.
- PC experience required, Mac experience preferred.
- O365 knowledge.
- A+ certification preferred.
- Ability to following instructions, written and verbal.
- Ability to work independently.
- Ability to pay close attention to detail.

## Other Qualifications and Expectations:

- High School Diploma
- Become a member of New Life Church (Give, Participate, Serve)

Please email resume to [Allie Matherly](mailto:amatherly@nlchurch.com) at: amatherly@nlchurch.com