IT Technical Support Specialist (Full-time)

Hired by: Finance Director
Evaluated: Annually
Schedule: 12 months

Reports to: Finance Director
FLSA: Exempt
Supervises: None

This individual will have the primary IT role at WC: handling day-to-day needs, interfacing frequently with faculty and staff, and serving as a liaison with IT-related vendors.

Spiritual Maturity

1. Publicly profess a faith in Jesus Christ as Lord and Savior
2. Actively engage in the life and ministry of an evangelical church
3. Pursing a life of spiritual development through regular study of scripture and prayer
4. Demonstrate the fruit of the Spirit as a byproduct of a growing faith
5. Believe in and support Grace Polaris Church's "Our Beliefs and Identity" document
6. Agree to abide by the Worthington Christian Lifestyle Statement

Professional Responsibilities

- Provide hands-on support for users in person, by phone, and online
- Assess, troubleshoot, prioritize, and resolve technical issues
- Track support tickets and document solutions in a timely manner
- Order, install, and maintain IT hardware, software, and licensing
- Work closely with faculty and staff to understand and support their technical needs
- Make technical recommendations and provide clear cost and benefit analysis
- Coordinate with contracted IT vendors to resolve complex issues
- Teach faculty and staff how to effectively use IT tools and systems
- Assist with tracking IT inventory and repair equipment when possible
- Support classroom technology such as projectors, interactive displays, and audio systems
- Assist with student device management and troubleshooting
- Help prepare technology for school events, testing windows, and special programs

Required Knowledge, Skills, and Abilities

- Ability to work effectively with others
- Friendly, service-oriented attitude
- Excellent communication skills and prompt response time through the ticketing system
- General understanding of networking
- Ability to troubleshoot a wide range of school IT products, including computers, copiers, interactive displays, phone systems, network devices, and security systems
- Strong understanding of Microsoft, Google, Chrome OS, and Apple environments
- Self-motivated and able to work independently and collaboratively
- Strong organizational and problem-solving skills
- Flexibility and adaptability in a fast-changing environment
- Ability to maintain confidentiality and handle sensitive information appropriately
- Perform other duties as assigned by the Finance Director

- Bachelor's degree or experience in IT, computer science, or a related field preferred

Physical Requirements

WORKING ENVIRONMENT	OCCASIONAL	FREQUENT	DAILY
Outdoor Duty			
Cold (50 deg. F or lower)		X	
Heat (90 deg. F or higher)	X		
Gases/Fumes/Dust	X		
Chemicals/Solvents	X		
Noise	X		
High stress	X		
Interruptions			X
Need for frequent restroom breaks	X		
Crawling	X		
Standing/Sitting/Walking			X
Kneeling			X
Bending			X
Reaching over shoulder		X	
Reach whiteboard height			X
Pushing/Pulling		X	
MOVING HEAVY ITEMS	**OCCASIONAL**	**FREQUENT**	**DAILY**
Lifting/Lowering/Carrying			
Up to 20 lbs.			X
Up to 50 lbs.	X		
More than 50 lbs.	X		
OPERATE MACHINERY			
Telephone			X
Printer/Copier			X
Computer			X
AV Equipment		X	
OTHER REQUIREMENTS			
Summon emergency help	X		
Apply CPR/First aid	X		

This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed by the employee.

My signature below signifies that I have reviewed the contents of my job description and that I am aware of the requirements of my position.

_____   _____

Print Name   Date

_____

Signature