



Job Title: Technical Support Specialist
Reports to: Director of Technology
Status: Salary
Department: Department of Technology
Date: 10/31/2019

Position Overview

East Cooper Baptist Church is searching for a highly skilled and motivated Technical Support Specialist to join the Department of Technology. This candidate will provide technical support to East Cooper Baptist Church and its associated ministries, including Palmetto Christian Academy, a K-12 private school ministry. The ideal candidate for this position will have a strong understanding of desktop operating systems, be able to diagnose and troubleshoot computer hardware, and have a fundamental understanding of IT networking. In addition, the candidate will possess exceptional organizational skills, critical thinking, time management skills, and work prioritization. The position will report to the Director of Technology.

Principal Duties and Responsibilities (Essential Functions)

- Diagnose and troubleshoot Tier 1/Tier 2 trouble tickets.
- Setup, configure, and support client systems and any necessary peripherals.
- Ensure client systems can connect to the network and Internet.
- Install and configure client software applications.
- Stage new systems for deployment (i.e. imaging/cloning).
- Perform routine maintenance, upgrades, and updates on client systems as needed.
- Keep inventory of computing assets.
- Keep a record or log of activities assigned and work completed.

Qualifications & Skills

Education: Minimum 2-year Associate's Degree required.

Experience: A minimum of 2-5 years work experience supporting client systems or working within an IT support environment required.

Skills: Must have an in-depth understanding of Windows Operating System and its interoperability with client systems. Must have an in-depth understanding of client hardware and associated components (e.g. motherboard, graphics adapters, memory, etc.). Must be able to assemble/disassemble a client system if the need requires it. Must have knowledge of productivity applications such as Microsoft Office and be proficient in supporting client software solutions. Must have a general understanding of networking concepts (LAN/WAN, TCP/IP, Wi-Fi, etc.) and how client systems connect to networks. Must have strong interpersonal and communication skills. Must have sound organizational and time management skills. Must be able to multi-task, meet deadlines, and complete assigned tasks in an orderly fashion. Must be able to prioritize daily work. Must be able to work independently or in a team environment. Knowledge of Apple products and A/V experience a plus.

Certifications: Being CompTIA A+ Certified is a plus.

Additional: A valid South Carolina driver's license required. Must be able to lift approximately 50 pounds. Must be willing to work a flexible schedule periodically.

If you are interested in this opportunity and meet the qualifications below, please [complete an online employment application](#). Upload your resume with cover letter at the end of the application form.