IT Support Engineer

Job Summary
The IT Support Engineer's role is to support and maintain in-house computer, telephone and networking systems, desktops, and peripherals. This includes installing, diagnosing, repairing, maintaining, and upgrading all hardware and equipment while ensuring optimal workstation performance. The person will also troubleshoot problem areas in a timely and accurate fashion, and provide end user training and assistance where required.

Principle Responsibilities
- **Level I and Level II Support -** The position supports Ministry Staff in a variety of technical roles. Support Engineers provide hands-on and remote support for client hardware and software on Windows, and Mac systems. They also support networking and local server resources for all campuses. They are the face of IT for their customers; they serve as the liaison between leadership and the IT team. Regular activities include troubleshooting client operating systems, network troubleshooting, systems administration and telecom administration.
- **User Provisioning –** PC imaging, configuration and deployment of client hardware and peripherals for new users. Configuring and deploying network switches and wireless devices as needed. Adding user accounts and security roles in Active Directory. Configuring and deployment of telephony systems, telephones and voicemail boxes.
- **Documentation –** Logging of support calls into tracking system. Maintaining appropriate inventory and update changes as changes occur. Maintain system documentation.
- **Other Duties -** Other technology projects and tasks as assigned by supervisor

Core Competencies

Approachable	Functional/Technical Skills	Detail Orientated
Interpersonal Savvy	Technical Learning	Action Oriented
Spiritual Maturity	Communication Skills	Organizing
Self-Awareness	Business Acumen	
Priority Setting	Time Management	

Minimum Qualifications, Education and Experience
- Bachelor's degree or equivalent in Computer Science or relevant field
- Proven skills in PC repair, troubleshooting, deployment, and liquidation
- Knowledge of and the ability to troubleshoot Microsoft Windows Desktop Operating Systems
- Knowledge of and the ability to troubleshoot Microsoft Office and PC software
- Knowledge of and the ability to troubleshoot Microsoft servers, Active Directory, Group Policy and File server security
- Knowledge of Microsoft Office 365 and ability to support Email.
- Knowledge of and the ability to troubleshoot telephony and networking using TCP/IP, DNS, DHCP. Experience managing a Cisco network is a plus.
- Strong interpersonal skills with a Customer Service focus
- Proven ability to work successfully with limited supervision
- Must be able to maintain individuals' confidentiality
- Minimum of 2+ years professional experience in Desktop Support, telephony and network support; or a combination of education and experience

Physical Requirements
Ability to move 50 pounds, Walking, Grasping, Talking, Hearing, Seeing, Repetitive Motions, Standing, Pushing, Pulling, Lifting, Sedentary Work, Light Work, ability to work in confined spaces