Help Desk Technician
Quakertown, PA

Job Details

Job Type: Full-time

Full Job Description

Faith Christian Academy exists to provide families with a Biblical education and excellence in a God-centered environment.

We are currently looking for a qualified applicant to fill the following position: **Helpdesk Technician**

JOB DESCRIPTION:

Under the authority and supervision of the Network Administrator, the technician is responsible for supporting and maintaining functionality of PC & Mac workstations, projectors, smartboards, iPads, Chromebooks and printers for staff of Faith Christian Academy's middle/high school campus, elementary campus and Noah's Ark Daycare.

Essential Functions:

- Provide level I and II helpdesk support to Faith Christian Academy's and Noah's Ark Daycare staff.
- Assist staff in the usage of Faith Christian Academy technology and software.
- Maintain and audit compliance with Faith Christian Academy computer security and usage policies.
- Prep and deploy workstations, laptops, Chromebooks and iPads for students and staff as needed.
- Provide installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines.
- Use of Mosyle iPad management system and Google and GoGuardian Chromebook management systems.
- Provide support to staff at three campuses all within a 15-minute radius using a helpdesk ticket system.

Other Duties:

- Participate in projects and initiatives identified as priorities by FCA leadership.
- Maintain a positive relationship with FCA administrative staff.
- Deal with crisis situations in a proactive and effective manner.

- Complete other related duties or tasks as assigned.

Qualifications:

The technician must:

- Have a personal relationship with Christ.
- Possess a minimum of an entry level IT certification in computer support or a related field and/or equivalent experience.
- Demonstrate ability to work independently.
- Be able to manage multiple tasks.
- Possess sound judgment.
- Provide PA state-mandated clearances
- Possess a valid driver's license.