

Mount Mercy Academy is seeking an IT Support Specialist. Considered candidates must possess the technical knowledge required for troubleshooting and maintaining IT hardware and software in addition to the customer service skills necessary to interact with individuals of all abilities and skill levels. He/she will have excellent communication skills, be a driven problem solver, and possess a well-developed knowledge of technology.

Primary Functions:

Troubleshooting and Repair

- Good interpersonal and customer care skills
- Ability to manage multiple service request tickets
- Able to identify and discuss problems with users and offer solutions
- Perform on-site diagnostics, repairs, and/or provide solutions
- Seek the help of teammates or off campus support depending on the situation
- Documents customer interaction
- Ability to read and understand complex IT concepts, manuals, and terminology and communicate information in clear terms to non-IT personnel, students, and families
- Analyze requests and logs to identify common trends and underlying problems
- Guide users of varying abilities through multiple steps to diagnose and solve issues
- Test and repair faulty equipment

Application Support

- Add user accounts
- Create and print reports
- Troubleshoot problems related to viruses, login credentials, email, etc.
- Assist with hardware and software training
- Assist in creating and updating application and self-help documentation
- Install new applications

Network Support

- Install switches and routers
- Configure TCIP/IP addresses and routing
- Route and terminate network cable
- Install wall jacks and troubleshoot or test faulty connections
- Distribute and maintain network access credentials
- Assist in training new staff members regarding proper network use

Other Equipment

- Knowledge of installation, set-up and maintenance of workstations with interactive projection systems
- Install and train on the use of a variety of input devices, ranging from document cameras to advanced telephones
- Assist with the security infrastructure

- Responsible for inventory management of assigned and unassigned equipment

Other Requirements / Minimum Qualifications

- Provides feedback to the Principal about ongoing user difficulties and product-related issues.
- Broad general technical knowledge and ability to research new technology and troubleshooting methods
- Mentor, train, act as team leader of other technical support personnel
- Flexible and able to work under pressure
- Strong communication and customer service skills
- Possess an associate or bachelor's degree in computer science or related field (related experience may substitute for college degree)
- Possess a working knowledge of Windows 7, 10, Mac OS X, Apple iOS, G-Suite for Education, Windows Server 2016, Active Directory Tools, Ethernet switched wired and wireless networks, and multi-platform environments.
- Setup, breakdown, support for events and presentations using technology
- Other duties as assigned.

Preferred Certifications:

- Google for Education Certified Trainer
- Jamf Course Certification(s)
- Blackbaud Fundamental Level Certification(s)
- Blackbaud Professional Level Certification(s)
- macOS Support Essentials 10.13 certification
- Microsoft Certifications including, but not limited to, Windows 10, Office 365, SQL Server