

# Information Technology Support Technician Job Description

## Description/Purpose

The IT Support Technician serves the entire staff of the Crisis Pregnancy Center of Tidewater (CPC) and its volunteers across four departments to help fulfill CPC's mission to save lives, spare hearts, and spread the gospel of Jesus Christ in South Hampton Roads. This individual will use their problem-solving, communication, and technical skills to create a positive experience for all end users—including CPC leadership—as their first point of contact within IT. Further, the IT Support Technician will contribute to the health and reliability of CPC's IT by managing assigned IT assets, adhering to policy, and assisting with IT department tasks, projects, and incident response. He or she will report to the IT Director.

## Responsibilities

The successful candidate will:

- Uphold CPC's policies and procedures
- Support the religious mission of CPC and encourage the spiritual growth of staff and clients
- Reinforce the humanity of the unborn child with patients, their guests, staff, and others
- Be able to share the gospel with patients and supporters and pray with them as appropriate
- Lead staff (or participate) in shared prayer and devotions as opportunities arise
- Provide IT support to staff and volunteers as their first point of contact for PC, printer, VoIP, user account, and other IT issues; staff and volunteers are both on-site and remote.
- Triage incoming support requests and identify next steps independently
- Communicate established IT policy to staff and volunteers in a gracious, understandable, and effective manner
- Contribute to overall team efforts by setting appropriate deadlines and ensuring effective communication, including follow-up
- Participate in system monitoring and incident response
- Install and perform routine updates and maintenance with software and hardware
- Inventory, configure, and issue hardware assets, including PCs, printers, and smart devices
- Create and maintain technical and end-user documentation of IT systems and processes
- Work closely with third party contractors and vendors on assigned duties
- Assist the Facilities Manager with tasks or projects that relate to IT operations and infrastructure
- Provide recommendations to enhance current processes, configuration, access controls, and security as they benefit the organization
- Ethically handle private data, including healthcare data
- Perform other duties as assigned, dependent on organizational needs and employee skills

## Qualifications

### *Spiritual/Personal*

The successful candidate will:

- Have a personal, vital, and growing relationship with Jesus Christ and be able to share the gospel

- Be an active and committed part of a local, gospel-preaching church
- Be in complete agreement with CPC's Mission, Statement of Principle, and Statement of Faith
- Be dependable, stable, and capable of committing to this position's responsibilities and duties
- Express a desire to be a part of reaching at-risk patients considering abortion
- Believe in the sanctity of all human life from the moment of conception through natural death
- Exhibit strong interpersonal, spiritual, and administrative skills, take initiative, and be flexible
- Be self-motivated and well-ordered in their personal life
- Have a warm, gentle, and hospitable spirit for the family of CPC
- Embrace CPC's values and the behaviors that support those values

### *Professional*

The successful candidate will:

- Exhibit a history of being proactive and creating a positive experience for others, especially users
- Exhibit a history of producing excellent work without supervision on assigned tasks within his/her skill set
- Exhibit strong written and oral communication skills
- Exhibit strong problem solving and troubleshooting skills
- Demonstrate the ability to manage multiple projects, priorities, and deadlines simultaneously
- Demonstrate deep experience with the Windows operating system
- Demonstrate experience servicing end-user hardware and software
- Demonstrate knowledge of networks and client-server relationships
- Demonstrate knowledge of daily helpdesk tasks related to Active Directory Domain Services
- Excel and be flexible in a fast-paced, changing, and challenging environment
- Be proficient in Microsoft Office products

The preferred candidate will:

- Demonstrate experience with or ability to learn PowerShell for IT task automation
- Demonstrate experience managing PCs and/or OUs with Active Directory Domain Services

### *Education/Experience*

The successful candidate will:

- BS/BA (or equivalent experience) in Information Technology, Computer Science, or related field
- Have minimum one year experience in related work within the last three years
- CompTIA A+ Certification is preferred

### **Schedule**

The IT System Administrator is a Regular position. CPC is considering both Full Time and Part Time options. On occasion, the IT Support Technician may be approved for remote work, but most work

will be conducted on-site at one of our six locations. The IT Support Technician will be expected to be available on nights or weekends for

- Rotating on-call helpdesk duties during clinic hours
- IT system changes
- Critical IT incidents

### **Compensation and Review**

Compensation consists of a competitive salary dependent on the qualifications and experience of the successful candidate. Benefits may include:

- Health insurance
- Dental insurance
- Various Aflac plans
- Paid time off (holiday, vacation, and sick leave)
- 403(b) retirement plan

On a semiannual basis, the IT Support Technician may be given a formal performance review by the IT Director.

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