Biblica THE INTERNATIONAL BIBLE SOCIETY

POSITION DESCRIPTION

Position Information

JOB TITLE: Help Desk Administrator
GRADE: NE3
REPORTS TO: Associate Director, Technology Solutions
HRS WKD PER WEEK: Full-time

Location Information

Division (s):

- [ ] Ministry Support
- [ ] Resource Development
- [ ] Publishing
- [ ] Outreach
- [ ] Ministry Services
- [x] IT
- [ ] Office of the President
- [ ] Communications
- [ ] Human Resources
- [ ] Marketing & Sales
- [ ] Other _____

Geographic Location (s):

- [x] Colorado Springs
- [ ] Miami
- [ ] Other US location

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Department: IT

Department Number: 172

Effective Date:

Status:

- [x] **New**
- [ ] **Revised**

POSITION DESCRIPTION
Help Desk Administrator

Purpose

The Help Desk Administer is responsible for managing and supporting the technology service and support needs of Biblica's staff, primarily in Colorado Springs but also around the globe. This person is the first point of contact between end-users and IT and will actively pursue a strategic and proactive support role to empower end-users through training and implementation of technology tools and services. This person will provide both hardware and software support across multiple platforms, technologies, and operating systems, all of which will comprise desktops, workstations, mobile devices, and technology systems and applications.

I. Primary Job Functions:
This position will serve Biblica in the following areas:

1. Help Desk Administration
    a. Manage Biblica's Spiceworks help desk system and be the first point-of-contact for end users requiring IT support. Provide level 1 and 2 technical support for various tickets that come in.
    b. Assign tickets to other staff as required. Able to escalate appropriately.

2. Setup & Training
    a. Set-up systems for new users based on guidelines established by IT.
    b. Provide training for new users on computer systems & software platforms, as well as desk phones.
    c. Setup new T-Mobile devices for users as needed, and work with T-Mobile on upgrades.

3. A/V and event support
    a. Provide A/V support for board, staff & public events, including managing audio equipment, projectors, televisions, PowerPoint presentations, and the like. Able to troubleshoot issues and help support a smooth-running experience.
    b. Be a go-to person for technical support during events.
    c. Set-up and manage Zoom presentations when required, including managing all staff zoom meetings, recordings, Zoom Rooms, and the like.
    d. Work with the IT team to manage A/V in conference rooms to ensure top-quality IT support for conference rooms.

4. Administration
    a. Contribute to the creation, facilitation and maintenance of all documentation related to IT including user documentation, best practices, FAQs, eLearning courses, and the like.
    b. Assist the Associate Director, Technology Solutions in the management of IT department files, including physical files, box.com files, vendor contracts.

c. Responsible for maintaining an inventory of all IT equipment and staying abreast of needs for new computers. Create and manage a schedule for system replacements and upgrades.

5. Personal Development
    a. Maintain professional development by staying up-to-date in trends in technology and end-user solutions.

II. Performance Expectations

1. Help Desk Support
    a. Able to provide effective, reliable, proactive help desk support for end-user hardware and software needs. Able to troubleshoot and resolve issues with minimal assistance, including hardware computer issues, software troubleshooting, network & internet connectivity, antivirus, and more.
    b. Able to provide assistance in both Mac & PC environments, and comfortable moving between these environments.

2. Knowledge of applications and systems
    a. Gain a solid knowledge and understanding of Biblica's core software applications and systems, in order to assist with troubleshooting and resolving issues.
    b. Provide recommendations and best-practices to employees when requested.

3. Personal
    a. Friendly, personable, able to relate to non-technical staff and communicate technical issues in an easy-to-understand manner.
    b. Ability to communicate cross-culturally and provide effective support for international staff.
    c. Lifelong learner, strives for continuous improvement.

III. Reporting Relationship

Reports to Associate Director, Technology Solutions

IV. Resource Responsibilities

No purchasing commitment authority. Must be approved by supervisor.

V. Qualification and Competencies

1. Strong personal commitment to Christ and Biblica's Purpose, Mission Statement and Statement of Faith.
2. Four-year Bachelor's Degree from an accredited college or university required. Degree in information technology or related field preferred.
3. TIL, A+ CompTIA or other training/experience/certifications are beneficial.
4. 1-2 years' experience in IT technical support and help desk, both hardware and software.
5. Deep commitment to end-user satisfaction with strong interpersonal skills in cross cultural communication and responsiveness.

6. Detailed knowledge of past and current Microsoft Windows, OS X, iOS, and Android operating systems, as well as Dell and Apple hardware. Experience with device management tools a plus.
7. Detailed knowledge of various software and SaaS platforms, including Microsoft Office, Office 365/Exchange, antivirus solutions (such as ESET), Box.com and other file collaboration tools, Adobe Creative Suite, Zoom. Helpful to have experience using Spiceworks ticketing support software.
8. Ability to maintain confidentiality and discretion, as access to confidential and proprietary information may be gained in the course of performing job duties.
9. Proactive, eager to create long-term solutions and learning opportunities rather than just "putting out fires."
10. Experience pulling and terminating network cables a plus.
11. Lifelong learner, passionate about technology and learning new industry trends, platforms, tools & technologies.
12. Able to work independently and problem solve, relying on self-obtained resources to solve problems.
13. Strong time management and task prioritization skills.
14. Strong written and verbal communication skills in cross-cultural environments.

VI. **Physical Demands and Work Environment:**

1. Lifting up to 20 pounds
2. Minimal travel required, up to 5% for the occasional industry conference or event.
3. Due to the nature of IT, some off-hours support may be necessary. This may involve videoconferencing with international staff for IT support, or assisting with events before or after business hours. Occasional on call support may be necessary, but would not be regular.

The above job description is intended to describe the general nature and level of work being performed by staff assigned to this position. It is not intended to be all-inclusive as other duties as assigned are to be completed.