

JOB DESCRIPTION

LOCATION: Pastoral Center/CFCS	POSITION STATUS: F/T
POSITION: IT Field Support Tech	SCHEDULE: 8:30 am - 4:30 pm
CATEGORY: Non-Exempt	

SUPERVISOR: Chief Information

JOB SUMMARY: The IT Field Support Tech will provide day-to-day IT operational support primarily to the Catholic Funeral and Cemetery Services (CFCS) end user staff. This position will be assisting the SCD IT staff to administer, maintain and enhance the WAN/LAN network enterprise and help to develop and expand the Microsoft Office 365 environment. The IT Field Support Tech must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. They must also be customer-oriented and patient to deal with clients.

ESSENTIAL FUNCTIONS:

1. Install, configure, maintain desktop computer workstations (VDI, Windows desktops, laptops, print and scan devices).
2. Install, maintain, update, and administer Microsoft Office 365 such as MS Office Suite products, Outlook, Teams, Sharepoint, and components.
3. Troubleshoot and resolve end user network issues, computer hardware and software related issues.
4. Repair and maintain desktop workstations, laptop computers and network peripheral equipment.
5. Maintain and track helpdesk tickets and computer related assets.
6. Develop, maintain, and administer the telecommunications, video conference support systems and voicemail.
7. Familiarize and train users in use of network and computer equipment, hardware, software, and various IT related systems.
8. Support and maintain the network security, end point protect and response, and data backup systems.
9. Monitor IT systems and provide appropriate notification to IT management to ensure issues are addressed in a timely and efficient manner.
10. Track, maintain and update network hardware, software, and computer asset inventory and software licensing.
11. Perform other duties as assigned and special projects as needed.

MINIMUM QUALIFICATIONS:

Education: High school diploma or equivalent

Experience: Some experience in a help desk environment or conceptual knowledge of OSI and ITIL frameworks. Understanding of TCP/IP, DNS, and Active Directory. CompTIA A+ certification a plus.

1. Minimum 2 year AA college degree in computer information systems (or related).
2. A+ and/or MCSE certification is preferred.
3. Minimum of two years' previous experience in PC/Help Desk support, providing desktop computer and network support services.
4. Fundamental computing and desktop methodologies and technologies. Basic Windows 10 admin skills, knowledge of PC support and troubleshooting, knowledge of basic network hardware, cabling and protocols, proficiency in the MS Office 365 suite and Windows based

applications. Journey level of expertise and knowledge of PC's, including hardware, connectors, devices, and applications.

5. Ability to independently research, develop alternatives, and effectively propose solutions to issues.
6. Excellent organizational, interpersonal, communication, planning, mathematical and computer skills (Word, Excel, Outlook, Internet). Ability to multi-task with a sense of urgency is a must.
7. Must have a valid California driver's license and have reliable transportation.

Physical Requirements: The candidate must be capable of walking, lifting, and stooping, standing, and sitting. Must also be capable of lifting and carrying up to 50 lbs., pushing, pulling, kneeling, crouching, crawling, hearing, speaking, seeing, reaching, repetitive forward bending, repetitive arm/hand motions, prolonged gripping of an item, repetitive hand/finger movements, sense of touch/feel, temperature extremes.

Skills / Knowledge:

- Understanding of computer systems and technology.
- Understanding of client-side applications like Microsoft Office and other application software.
- General knowledge in managing Microsoft Servers.
- General knowledge of VMWare and virtualization.
- General knowledge of Citrix XenApp implementations.
- Excellent interpersonal skills and verbal/written communications skills are required.
- High energy and ethical standards.
- Professional temperament and appearance; ability to communicate effectively; highly detailed and organized.
- Practicing Catholic.
- Ability to type and use a computer.
- Ability to move equipment when necessary.
- Ability to work with variety of personalities with diplomacy.
- Stable work history.

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE