



## Job Description

**Title:** Help Desk Technician

**Qualifications:** Must possess a vibrant personal relationship with Jesus Christ and agree with the Joni and Friends statement of faith. Must possess the ability to effectively organize and prioritize a wide range of daily tasks with varied deadlines. Good judgment required in recognizing and maintaining confidentiality of sensitive information along with effective and diplomatic communication skills, both verbal and written. Must be reliable, cooperative, flexible, and exhibit enthusiasm and initiative. Must be capable of working well in a team environment exercising professionalism and respect in interactions with co-workers and people served by the ministry.

Prior Help Desk experience combined with a Bachelor's degree and one or more of the following certifications: A+, NET+, MTA (with emphasis on IT Infrastructure) is preferred. Proficiency in Microsoft Office applications as well as Windows and Mac Operating Systems. Working knowledge of Microsoft Active Directory fundamentals and Cloud related concepts and services. A solid understanding of LAN/WAN concepts to include TCP/IP and wireless protocols. An understanding of basic IP telecommunications and mobile device configuration is also required.

The abilities to effectively install and/or upgrade computer systems, learn new software programs, train others to use the programs and coordinate multiple projects simultaneously are required. Candidates should also have a fundamental understanding of modern web concepts such as, HTML, CSS and Content Management Systems (CMS).

Excellent interpersonal skills, and the capacity to communicate clearly and concisely both verbally and in writing are necessary. Must be able to lift up to 50 pounds and physically execute hardware installation or instruct someone to effectively perform such tasks. Must support a flexible schedule as some evening and weekend hours may be required. Occasional travel may be necessary.

**Status:** Full-time, Non-exempt

**Reports to:** Senior Manager, Information Technology Services

**Salary Range:** Commensurate with experience

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**Duties:** Under the supervision of the Senior Manager of Information Technology Services, implement the overall objectives of Joni and Friends' strategic plan involving information technology needs. Specific responsibilities include but are not limited to:

### **Help Desk Responsibilities**

- Provide direct support for onsite and remote employees
- Install, configure, maintain, upgrade and troubleshoot systems
- Basic user account management to include email clients and services
- Configure and support various cloud services
- Assist with web related tasks
- Track software usage and licensing to ensure legal compliance
- Troubleshoot remote access and mobile device connectivity issues
- Provide telephone support and general telecommunications needs
- Support copier, fax and printer services
- Support audio visual needs and assist with presentations
- Develop and maintain documentation
- Identify and escalate issues as required

### **Other**

- Multitask and prioritize assignments
- Technical research
- Remain current with industry related standards and best practices
- Other projects and assignments as needed and appropriate
- Participation in the spiritual life of Joni and Friends through attendance at annual *Lead Like Jesus* training as well as participation in prayer at the corporate and department levels.

### **Ministry Life:**

As a ministry, Joni and Friends strives to exemplify Jesus Christ and bring Glory to God in all we say and do. To that end, employment at Joni and Friends is to be taken seriously as one who is not simply considering employment, but committing to the core mission of the organization to fulfill the biblical mandate of inclusion of those with disabilities into the full-life of the church. All employees of Joni and Friends participate in its ministry wide prayer life, leadership training and other general staff training that may take place from time to time.

Below outlines the vision, mission, values and pillars of Joni and Friends:

VISION: *“To accelerate Christian ministry in the disability community.”*

MISSION: *“To communicate the Gospel and equip Christ-churches worldwide to evangelize and disciple people affected by disabilities.”*

VALUES:

1. Honor God in everything we do.
2. Build relationships based on trust and respect.
3. Maintain integrity and excellence in programs and services.
4. Practice responsible stewardship

FOUR PILLARS OF MINISTRY:

1. Lead Like Jesus\*
2. Integration
3. Excellence in area of expertise
4. Best Christian Workplace

*\* Lead Like Jesus is a course of study provided to all employees and is based on the book written by Ken Blanchard and Phil Hodges of the same name. The Lead Like Jesus course is the model which governs our ministry culture and contributes significantly to Joni and Friends maintaining its certification as a “Best Christian Workplace” according to surveys by the Best Christian Workplace Institute (BCWI).*

Please submit a resume with cover letter to [employment@joniandfriends.org](mailto:employment@joniandfriends.org).

In your cover letter, please include how you learned of this job posting.

*No phone calls please*