

Desktop Support Technician – Tier II

Please apply on line at this link:

<http://www.cmalliance.org/jobs/national-office/employment/desktop-support-technician-national-office-co/>

The Tech Support Specialist, Tier II, is under the direction of the IT Network Operations manager and is responsible for providing help desk support to the National Office (N.O.), The Christian and Missionary Alliance (the C&MA), and the Technology Group with minimal supervision. In the performance of his/her responsibilities, this position supports the overall mission of the C&MA as described below.

This is a full time, onsite position located at the National Office of the C&MA in Colorado Springs.

Requirements:

- Possesses a working knowledge of Microsoft Client Operating Systems, and Applications. Mac hardware and software experience is beneficial. (Certifications are desirable.)
 - Windows 7, 8, and 8.1
 - Microsoft Office: Outlook, Word, Excel, Power Point, Publisher and other software as required
 - Mac OS 10.8, 10.9, and 10.10
- Two-year or four-year college degree in related field preferred
- Additional training/experience/certifications are beneficial (customer service, networking, line of business applications, active directory, asset management, A+, etc.)

Responsible for:

- Entry to advanced IT help desk support
- Provides IT help desk support utilizing expert technical support and customer service skills
- Troubleshoots and remediates computer hardware and software problems
- Installs, configures, and maintains computer hardware and software
- Processes IT orders including reconciliations of accounts payables
- Tracks computer hardware, software licenses, warranties, and contracts in the IT asset tracking system
- Maintains project updates and communications through the ticket management system including strong communication with customers
- Maintains an organized IT help desk software media storage archive; maintains an organized IT help desk Lab and IT bulk storage area
- Prepares documentation and training of IT systems and software
- Maintains computer user, group, and computer objects in MS Active Directory
- Occasional travel, after-hours, and/or weekend support may be required

General Responsibilities:

- Fixes computer problems and complete assigned IT projects and tasks
- Maintains IT records and documentation
- Assists or facilitates IT training classes and seminars
- Acquires help desk support technician continuing education/training; continually develops technical and professional skills
- Continually develops knowledge and experience in emerging computer hardware and software technologies
- Studies and passes a minimum of one IT continuing education exam per calendar year under the direction of the IT Operations Manager

The C&MA is a church denomination committed to planting churches both in the United States and internationally. The C&MA is committed to world missions, stressing the fullness of Christ in personal experience, building the Church, and preaching the gospel of Jesus Christ to the ends of the earth. The ultimate goal of all programs, functions, and activities undertaken by the C&MA is to further the foregoing purposes and to give spiritual and organizational support to all general members of the C&MA so that they are free to preach the gospel, to plant churches, and to hasten the return of the Lord and Savior Jesus Christ.

Because of the C&MA's primary and exclusive Christian and religious purposes, the C&MA will only employ individuals who:

- Profess a personal belief in Jesus Christ as personal Savior; and
- Are active participants in a local evangelical Christian church; and
- Accept and abide by the Statement on Abstinence from Addictive Practices; and
- Accept and live in accordance with the C&MA Statement of Faith.