



# JOB DESCRIPTION



## INFORMATION

<b>Job Title:</b>	<i>IT Helpdesk</i>	<b>EEOC Job Classification</b>	Administrative Support Work
		<b>FLSA Classification</b>	Non-Exempt
<b>Department:</b>	Information Technology - 5030	<b>W/C Classification</b>	8810 - Clerical
<b>Reports To:</b>	Director of Information Technology	<b>Effective Date</b>	8/13/2020

## SUMMARY

This position is designed as both a training opportunity in the field of technology management and a collaboration with the IT staff to faithfully support the institution's various technology needs to the glory of Christ.

## ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist in installation and troubleshooting of PC/Apple hardware and software for faculty and staff
- Monitor and respond to help desk calls and trouble tickets
- Provide support in maintaining email, file storage, and LMS systems, including the regular support of faculty and staff in digital course construction, migration, and implementation
- Contribute to project work involving systems integrations, hardware upgrades, and product research
- Learn about, implement, and/or troubleshoot existing and future network instances, including firewall configuration, switch management, wireless system monitoring, and network cable wiring
- Develop, implement, and maintain an inventory management system
- Help with on-going evaluation of IT infrastructure and systems
- Other duties as assigned

## QUALIFICATIONS

- Has a personal relationship with Jesus Christ and a demonstrated commitment to the doctrinal position of TMUS and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Have computer proficiency.
- Good oral and written command of the English language.
- Possess excellent organizational skills.
- Service oriented and able to interface with many people is mandatory.
- Multitasked in an environment with many distractions is a must.

## CONFIDENTIALITY

- This position may have access to and become acquainted with information of a confidential, proprietary or secret nature which is or may be either applicable or related to the present or future business of TMUS.
- All trade secret information is of great present or future economic and competitive value to TMUS. This trade secret information is generally not available to the public or known by competitors of TMUS.

- Employee must treat all trade secret information as confidential both during and after employment. Employee shall not disclose any of the above-mentioned trade secrets, directly or indirectly, or use them in any way, either during the term of employment or at any time thereafter, except for the benefit of TMUS and as required in the course of employment with TMUS. Employee shall not remove or otherwise transmit confidential, proprietary or secret information without express prior written consent of an authorized TMUS representative.

## **SUPERVISORY RESPONSIBILITY**

This position has no supervisory responsibility.

## **EDUCATION AND EXPERIENCE**

- Education: Bachelor's degree preferred.
- Proficient in Microsoft Office Suite or similar software.
- Must successfully pass a background investigation.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 40 pounds.

## **ADDITIONAL INFORMATION**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Master's University & Seminary does not discriminate on the basis of race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.