



**Hours** Part-time 20 hours/week, 52 weeks/year

**Reports to** IT Manager

## Position Overview

Under the direction of the IT Manager, the IT Technician is responsible for assisting with the support, repair, installation, and management of computers, networks, and other technology used at Little Light House by staff, students, and visitors. The IT Technician is technically skilled with strong problem-solving abilities. The IT Technician displays excellent interpersonal skills as they interact with colleagues from various departments and executive levels. They are required to listen to technical needs, understand problems, and implement solutions.

The IT Technician clearly understands and embraces that they are a part of Little Light House, a Christian Development Center with Biblical core values, whose mission is to glorify God by improving the quality of life for children with special needs, their families, and communities.

## Principal Duties and Responsibilities:

- > Troubleshooting PC problems for staff, escalating to an upper tier as needed
- > Assist staff with software questions, including Microsoft Office 365 and Google Workspace
- > Setup and installation of new and redeployed computers, following documented procedures
- > Password resets and other user account assistance
- > Network cabling and termination
- > Establishing learned processes and strategies
- > A/V setup and support for Flock and other meetings
- > Continual learning of IT programs and skills
- > Building maintenance assistance periodically
- > Daily attendance at Flock
- > Attendance at LLH fundraising events as required
- > Other duties as needed or required
- > Ability to prioritize tasks and manage multiple tasks

## Qualifications & Skills

- > High School diploma or equivalent
- > Interest in computers and networks with a desire to learn more
- > Excellent problem-solving skills
- > Familiarity with Windows OS management, Microsoft Office 365 apps, and Google apps
- > Knowledge of basic networking concepts
- > Ability to lift, pull, push, and carry 40lbs across a room