

Job Description

Reports to
Operations Manager

Position Type
Full-Time

Date created or revised
6-27-26

Classification
Exempt

Essential Functions:

- Extensive MAC/Apple product knowledge
- iPad Management – day-to-day with broken iPads, insurance, and updating for school & church
- Purchase and addition of Apps
- Freshservice ticket system – TIER 1
- School Bell/Announcement/speakers
- Teacher App requests, teachers' pay teachers, and new programs
- Ordering of tech items & programs/equipment and replacing them when broken
- Installing new equipment
- Daily tech troubleshooting with teachers & church staff – hardware related
- Network issues, specifically WIFI
- Assistance with decision-making on new devices, programs, etc.
- Tech Inventory tracking for school carts, take-home & staff
- Coordinate tech setup for church conference meetings, events, and gatherings when needed
- iPad and computer set-up for staff
- Installation of new equipment (TVs, new teacher computers) during the summer months
- File management on Google Drive
- Other tasks as determined by the Operations Manager
- Work with BEMA Technologies to resolve any upper-level IT TIER issues.

Supervisory Responsibilities: N/A

Expected Hours of Work:

Monday-Friday – 7:30 am-4:30 pm (plus any additional hours to accomplish tasks/projects)

Requirements and Qualifications:

- BS/BA in IT, Computer Science, or related field preferred
- Proven experience as a Help Desk Technician or other IT Customer Service role
- Ability to diagnose and resolve basic computer/technical issues
- Excellent communication skills
- Keen attention to detail, memory of patterns, and interest in problem-solving

Other Duties

Please note that this job description is not intended to cover or list in full the activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.