



Position: Part Time Help Desk Technician

PHILOSOPHY

Nashville Christian School, in partnership with parents, strives to give honor and glory to God through Jesus Christ by educating students in a loving, nurturing environment to be committed and productive Christian servants in all areas of this life and in preparation for eternity. We, Nashville Christian School, believe that the Bible is the inspired word of God, that Jesus Christ is God's son, and that the Holy Spirit dwells in each of us. We believe that Christianity promotes high ideals, develops strong character, and holds the only promise for eternal life with God. Nashville Christian School, established by members of the churches of Christ, centers its entire program on Christian principles.

EXPECTATIONS

- Act as a Christian professional who is respectful, responsible, and demonstrates Christ's love while helping students realize and pursue their full potential – spiritually, intellectually, physically, and socially.
- Exemplify the school's mission and vision to all stakeholders.
- Have a relationship with the Lord that includes an active membership in a local church. Accordingly, each staff member must be morally upright in their public and personal life.
- Support the core beliefs held by the school. Staff will lead in dress, conduct, and attitude.
- Assist in the promotion of good public relations by addressing the needs of all stakeholders kindly, patiently, and efficiently.
- Understand and maintain confidentiality of all sensitive information. This includes but is not limited to donor, student, and financial information.
- Communicate and collaborate positively with administrators, teachers, staff, volunteers, parents, and students.
- Be detail-oriented, well organized and self-motivated with the ability to work under tight deadlines and structure.

OBJECTIVES AND DUTIES

- Work with IT Director on various IT issues and projects
- Troubleshoot issues with student iPads, Teacher Laptops, Projectors etc.
- Use ticketing system to track issues in timely manner
- Provide first level contact and convey resolutions to customer issues
- Walk customers through problem solving process
- Follow up with customers, provide feedback and see problems through to resolution
- Utilise excellent customer service skills and exceed customers' expectations

SKILLS AND QUALIFICATIONS

- Mac, PC and iOS Management experience a plus
- Experience with Help Desk Ticketing systems
- MDM experience a plus
- Network/Wireless Management experience a plus
- Ability to deal with end users in a patient, kind manner
- Ability to problem solve and work independently
- Industry Certifications (A+, N+, Apple etc.) a plus but not required