

Level 1 IT Support Job Summary

We are seeking a service-oriented and self-motivated professional to join our IT support team. In this role, you will work on maintaining and monitoring the computer systems and networks for our Organization. You will be tasked with solving complex technical issues and will also collaborate with team members across all departments to assist them with their technical requirements.

Level 1 IT Support Duties and Responsibilities

- Install and configure software and computer systems.
- Troubleshoot and resolve issues with software or hardware.
- Walk colleagues or students through steps to help them resolve their technical problems.
- Maintain procedures and reports that provide technical support to the entire organization.
- Analyze records and logs to spot underlying trends and potential issues.
- Support the implementation of new solutions or applications.
- Establish accounts for new users and assist with password or login problems.
- Test, evaluate, and make decisions about new technology for the Organization.
- Participate in department meetings to provide insight into technical requirements.

Level 1 IT Support Requirements and Qualifications

- Associate's or Bachelor's degree in computer science or a related field.
- 3+ years of experience in a technical support role.
- Certifications are highly recommended
- Working knowledge and expertise with a variety of applications such as Office 2016,Canvas LMS, Microsoft Azure,Google Workspace
- Willingness to solve complicated problems and see projects through to completion.
- Analytical skills to study problems and records and identify solutions.

- Team-oriented attitude to help other colleagues and departments with technical problems.
- Strong interpersonal communication and relationship-building skills.
- Ability to manage time and effectively prioritize numerous projects at one time.
- Promote and uphold Manor's Catholic Basilian Mission
- Other duties as assigned