



IT Support Specialist

We're looking for a highly motivated IT Support Specialist to join our ministry. The right candidate will be someone who has strong customer service skills and the willingness to go the extra mile to serve. Starting pay up to \$25/hour.

Our Mission Statement:

"To provide through the power of Jesus Christ, a home for the homeless, food for the hungry and hope for their future."

Full-Time Benefits

- Medical Insurance
- Dental Benefits
- Vision
- 403b Savings Plan and Generous Company Match
- Generous Paid Time Off
- Paid Holidays
- EAP (Employee Assistance Program)
- Group Life Insurance
- Supplemental Life Insurance for Dependents
- Short-Term and Long-Term Disability Plans

Position Description

The IT Support Specialist provides onsite technical guidance in identification, prioritization, and resolution of IT issues. Additionally, the IT Support Specialist acts as a liaison between all levels of the organization and our external vendors to ensure that all system problems are resolved in an accurate and timely manner. This specialist should have the heart of a servant in accordance with Colossians 3:23 "Whatever you do, work at it with all your heart, as working for the Lord, not for human masters."

Key Tasks and Responsibilities

- Provides IT helpdesk support and troubleshoots IT related problems on in-house equipment including personal computers, laptops, video systems, printers, and voice communication systems.
- Assesses need for new equipment and software.
- Build and maintain relationships with outside vendors.
- Lead efforts to improve IT processes for all Rescue Mission teams.

Other Duties

- Attend quarterly All Staff meetings.
- Job performance should demonstrate The Rescue Mission's Core Values; Organizational Integrity, Organizational Unity and Organizational Effectiveness.
- Perform other job-related duties as assigned.
- Be prepared to pray with and offer spiritual support to others.

Education Training and Experience

- Bachelor's degree preferred.
- 2-3 years of experience working in IT operations, helpdesk environments, and tele-communications systems preferred.

Knowledge Skills and Abilities

- Advanced computer skills with knowledge and troubleshooting capability with internet and Microsoft 365.
- Excellent understanding of computer systems, security, network and systems administration, databases and data storage systems, and telecommunications systems.
- Excellent decision-making and analytical skills.
- Strong communication and customer service skills.
- Ability to communicate both technically and using more common terminology.
- Ability to work with individuals of various socio-economic, ethnic, and racial populations.

- Ability to comply with personal and business requirements and expectations as detailed in the Employee Handbook.

Interested candidates can apply through our website www.frwm.org/careers.