

## Job Opportunity



## Competitive

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**Position:** Helpdesk Support Technician

**Job Vacancy Notice#:** RC-02-07

**Location:** The Rock Church

**Salary Range:** Negotiable Depending on Experience

**Employment Category:** Regular Full-Time, Exempt

**Opening Date:** January 31, 2007

**1<sup>st</sup> Closing Date:** February 7, 2007

**2<sup>nd</sup> Closing Date:** Open Until Filled

**Area of Consideration:** All Sources

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**Brief Description of Major Duties:** Under direct supervision of the Director of Information Technology, the helpdesk support technician will troubleshoot and repair computer hardware and software issues. The position will also require documentation, inventory, and update of all computer related hardware and software. As the organization is a Microsoft PC environment, user will be familiar with the Windows PC environment and troubleshooting skills needed. Incumbent will work under the moderate to general supervision of the Information Technology Director. Troubleshoots desktop hardware and software issues, for end users. Document and inventory computer hardware and software in the organization. Performs routine maintenance, and applies vendor updates to software. Conducts product evaluations of upgraded or new hardware and software identifying strengths, weaknesses, and potential benefits to the agency. Communicates with vendors, users, management, and network programming staff. Analyzes user support statistics and other data and recommends appropriate measures. Assists in maintaining the operating system and security software utilized on the network, including the addition of new users to the network and establishment of rights and privileges. Other duties as assigned.

**Qualifications & Requirements:** Christ-centered behavior (treating people with dignity, respect, compassion and integrity at all times). Two or more years experience with computer and/or network support. High school diploma or GED A+ Certificate is preferred. Microsoft MCP a plus. Apple OSX a plus. Customer service oriented mindset. Pleasant, professional personality and appearance. Considerable knowledge of computer systems and office automation. Ability to install and operate a variety of software programs. Ability to maintain existing software programs and computer systems. Ability to troubleshoot common hardware and software problems. Ability to meet project deadlines. Ability to establish and maintain effective working relationships with supervisors, employees and service representatives. Ability to communicate effectively orally and in writing. Ability to work well under short deadlines, handle multiple priorities, recognize and respond to urgent requests, and quickly adjust to changing priorities. Self-motivated and flexible in nature to handle other duties and special projects as needed. Regular involvement in the Rock Church activities and events. Signed acknowledgement of the Rock Church Statement of Faith. Adheres to policies and procedures as stated in The Rock Church employee handbook. Member of The Rock Church (or willing to transfer membership to The Rock Church).

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To be considered for this position, outside applicants are required to complete Application for Employment; in-house applicants are to submit an updated resume. Employee's performance and attendance record will be taken into consideration at the time of the selection process. Selection for an interview does not guarantee promotion or appointment to the position. As part of the employment process, The Rock Church may obtain a Criminal Record Check.

The Rock Church provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify Human Resources. The decision on granting reasonable accommodation will be on a case-by-case basis.

Full consideration will be given to all qualified applicants without regard to race, sex, color, age, physical handicap, or national origin. As a Christ-oriented, Bible-believing organization, The Rock Church does reserve the right to exercise preference on the basis of religion in all of its employment decisions.

**To apply please visit the website at [www.therocksandiego.org](http://www.therocksandiego.org) and fill out the application and email application and resume to [hr@therocksandiego.org](mailto:hr@therocksandiego.org) . Or mail application and resume to Human Resources, 2448 Historic Decatur Road #105, San Diego CA 92106. All mailed applications must be received by the closing date to be considered for the position.**