

**SCHOOL SISTERS OF NOTRE DAME
CENTRAL PACIFIC PROVINCE
Job Title: Information Technology Support Analyst**

POSTED DATE: 5/5/2022

LOCATION: Sancta Maria in Ripa - St. Louis, MO

DEPARTMENT: Information Technology

General Summary

The Technology Support Analyst is an experienced technician that under direction will support hardware and software systems, including their installation, maintenance, and life cycles. This position will also interface with Support Technicians to assist with diagnosing software, hardware, and other technological problems.

Essential Duties and Responsibilities

- Performs configuration, installation, and testing of user computer hardware, software, and other technology equipment.
- Assists in the configuration, installation, troubleshooting, maintenance, and upgrade of server hardware and network technologies.
- Provide day-to-day technical assistance to sisters and staff for computer and network problems.
- Provide onsite, remote, and telephone support for users of various levels of expertise.
- Maintain accurate database of hardware and software inventories, site and/or server licensing, and user access and security.
- Maintain an accurate task list that will be submitted on a weekly basis.
- Perform other tasks as assigned by Director of Information Technology.
- Follow safety procedures.
- Maintain an orderly and presentable office and work area at all times.
- Maintain a professional appearance and attitude at all times.
- Perform duties in a manner that is consistent with the mission, values, and policies of the School Sisters of Notre Dame.
- Attend workshops, in-services, and employee meetings as required.

Qualifications

- Excellent organizational, communication, and written skills.
- Excellent problem solving and customer-service skills.
- Technical background in server and desktop technologies, and current networking devices and protocols.
- Ability to maintain confidentiality of information as may be obtained or encountered in the performance of SSND technology systems, design, implementation, operation, maintenance, or upgrades.

Education and Experience

- Post-secondary degree in technology/information systems or real-life experience and relevant certifications.
- Minimum 1 years' experience in data network installation and support.
- Minimum 2 years' experience supporting Microsoft Desktop and Server technologies.
- Prior experience providing customer support.

Working Conditions

Physical ability to perform the duties of the position, including lifting hardware up to 50 lbs., walking, and sitting for long period of times.

Equipment

PC Computers, Tablets, Smartphones, peripherals, diagnostic tools, and other basic office equipment.

JOB TYPE: Full-time, hourly

BENEFIT ELIGIBLE: Medical, Vision, and Dental Insurance; short- and long-term disability insurance, life insurance, PTO, 403(b) retirement plan, and paid holidays

If you are interested in this position please complete an application and submit a resume and cover letter.

If you have questions contact

Rachal Depuydt, Human Resources
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