

**SCHOOL SISTERS OF NOTRE DAME  
CENTRAL PACIFIC PROVINCE  
Job Title: IT Support Technician-FT**

**Date:** 9/14/17

**Location:** St. Louis, MO

**Department:** Information Technology

**General Summary:**

The IT Support Technician position is an opportunity to work in an environment that will allow you to apply what you have learned in the classroom and/or elsewhere to a professional setting as well as increase your knowledge in information systems and technologies. The IT Support Technician will be responsible for service repairs, helpdesk calls and other technological support issues as directed by the Assistant Director, Technology Services.

**Essential Duties and Responsibilities:**

- Installing, configuring, and maintaining desktop and laptop PCs and peripherals such as printers, scanners, and copiers.
- Installing and configuring application and operating system software as well as relevant updates, patches, and upgrades.
- 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 proper documentation of assigned tasks and projects.
- Maintain a professional appearance and attitude at all times.
- Maintain an orderly and presentable office and work area at all times.
- Attend workshops, in-services, and employee meetings as required.
- Perform other tasks as assigned by supervisor, Assistant Director or Director of Information Technology.

**Qualifications**

- Excellent organizational, communication, and written skills.
- Excellent problem solving and customer-service skills.
- Working knowledge of PC hardware components, operating systems software, application software or software development.

**Education and Experience**

- Post-secondary education in technology/information systems or completion of relevant coursework or real-life experience.
- Working knowledge of Microsoft Windows Desktop and Server environments, Microsoft Office, previous as well as current versions, Apple iOS, and Android smartphones and tablets.
- Familiarity with design, development and/or maintenance of web sites technology.

**Working Conditions**

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

**Equipment**

PC Computers, Tablets, Smartphones, keyboard/mouse, diagnostic tools, and other basic office equipment.

**Job Type:** Full-time 8:00AM-4:30PM

**Benefit Eligible:** Yes; medical, dental & vision insurance, short and long-term disability insurance, 403b retirement benefits, and paid-time-off benefits.

**If you are interested in this position please complete an application.**

**If you have any questions contact:**

**Lindsey Van Beck, Human Resources**

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