Title: Helpdesk Support Technician

Department: Information Technology (IT)

Reports to: IT Director

Classification: Full-time, non-exempt, 40 hours per week

SUMMARY: Frontiers is a Christian, faith-based non-profit working with churches to send their workers overseas. This is an onsite position in Phoenix, AZ with 1 day a week optionally remote. This position will be responsible for providing support for customers by responding to incoming tickets, calls or walk-ins, analyzing, diagnosing, and resolving software and hardware issues associated with desktop/laptop computers and mobile computing devices (laptops, printers, smart phones, tablets, wireless devices, etc.)

ESSENTIAL RESPONSIBILITIES:
- Create/Update/Close support tickets based on customer input, work performed, or completion. Escalate if needed.
- Provide technical assistance with routine needs such as general computer use, password resets, printing, use of Microsoft Outlook/Word/Excel/Powerpoint, file backup, and conference room use.
- Monitor Antivirus and Encryption systems to ensure device compliance.
- Troubleshoot network connectivity including Ethernet and WIFI for all devices that connect to the network onsite and remote.
- Will be expected to work with Windows OS, Apple OS, Apple iOS and Android OS devices.
- Configure and deploy new hardware devices for employees.
- Remotely access hardware or software for internal customers to provide technical support, troubleshoot and resolve issues.
- Will be expected to update/add/close users accounts into Office 365 Administration Portal and Active directory.
- Perform hardware device repairs or/and when necessary, coordinate with vendors for repairs.
- Participate in after hours on call and maintenance rotation.
- Collaborate with Helpdesk team to resolve tickets quickly and completely for all customers.
- Setup and support Audio/Video needs for conference and meetings rooms for presentations.
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SKILLS/TRAITS:
- Strong communication skills such as listening, writing, and/or asking accurate troubleshooting questions.
- Strong problem solving/ Analysis skills.
- Be able to multi-task.
- Strong detail-oriented and organization skills.
- Willingness to collaborate with others.
- Strong interpersonal skills.

- Hands on technical support experience for building computers, setting up audio visual equipment, and adding devices to a network.
- Technical experience with Windows 10 OS, Apple MacOS, Apple iOS and Android OS devices.
- Able to troubleshoot Outlook issues, Web browser issues, and anti-virus issues.
- Basic knowledge of TCP/IP, DHCP, and DNS configuration.
- Basic network troubleshooting skills and working knowledge of network device connectivity.
- Basic understanding of LAN and WAN concepts.
- Understand network printing and print server setup and configuration.
- Able to participate in after-hours rotation nights/weekend.

QUALIFICATIONS:
- Have a personal relationship with Jesus Christ.
- High school diploma or GED.
- Currently in or near final semester of a two-year technical degree or minimum of second year of four-year technical degree is preferred.

Frontiers values the importance of life and work balance and offers flextime options. This job posting is a summary of the position. A full description will be provided during the recruiting process.

To apply, send a cover letter and resume to hr@frontiersusa.org. No phone calls please. Because of the number of emails received, you may not receive an individual response.