



COLE VALLEY
CHRISTIAN SCHOOLS

IT Support Specialist

District

Our Mission: Partnering with Christian families to shepherd and challenge students toward their individual potential to impact the world for Jesus Christ.

Cole Valley Christian is seeking God's wisdom in finding a dynamic, spiritually gifted individual with a love for the Lord Jesus, and a desire to serve Him as part of a unified Christian school staff that revels in the opportunity to share God's Truth in all we teach and do. We desire to strive for the excellence that God calls us to in preparing our students to impact the world for Christ. Therefore, we are seeking someone who first and foremost has a strong relationship with Christ that is evidenced in all aspects of their life.

The IT Support Specialist will play a crucial role in maintaining and enhancing our school's technological capabilities. This position will provide help desk user support to students and staff across all campuses and work with the various types of audio and visual equipment used on campus for events.

Job Responsibilities:

- Provide technical support and responsive quality customer service to all staff and students via phone, email or in person.
- Makes recommendations on performance tuning and configurations to increase user efficiency and system reliability.
- Promptly responds to and resolves any Level 1 and Level 2 help desk problems.
- Manages helpdesk workflow, including ticket assignments, documenting problem resolution, and escalating to appropriate resources.
- Install, setup and configure all new computers in compliance with IT Policy.
- Tracks IT assets, system configurations, and other documentation.
- Maintains and manages user accounts, computers, and patch management.
- Trains and assists staff and students on new technology.
- Educates users on IT policies, best practices, and cybersecurity.
- Investigates and remediates suspicious or malicious malware activity.
- Setup, run and organize campus audio-visual (A/V) performances. Some events will require flexible scheduling to support A/V dependent events.
- Other duties as assigned.

Qualifications Required:

- A testimony of faith in Jesus Christ.
- Evidence of a teachable heart, a humble and gentle spirit, and an ability to “correct, rebuke, and encourage” in love.
- A unifier who “makes every effort to keep the unity of the Spirit through the bond of peace” while working with others to accomplish our mission.
- Excellent and effective communication and relational skills with students and adults.
- A strong desire and demonstrated ability to work as a member of a team.
- Leadership and vision: Always striving for improvement and helping others in that improvement process.
- Desire to invest in and disciple staff and students in their relationship with the Lord.
- Ability to diagnose and resolve technical issues effectively and accurately.
- Proficiency in Microsoft Windows OS 10 or 11 required.
- Knowledge of Wi-Fi, DNS, DHCP, TCP/IP.
- Experience with Apple ecosystem a plus.
- Experience with Windows Server, Azure Environments a plus.
- Microsoft M365 experience a plus.
- Experience in K12 schools a plus.
- Knowledge of audio mixing consoles or willingness to train.

Education and/or Certification Requirements:

- High School diploma.
- Associate degree or bachelor’s degree preferred.
- Applicable technical certifications a plus.

Job Data:

- Hours: Full-time year-round.
- Salary: Starts at \$18.00 per hour. Actual salary is dependent upon experience.
- Benefits: Medical, dental, vision, short-term and long-term disability, life insurance and retirement plan.
- Paid Time Off: 5 paid personal days, 9 paid sick days, and 3 paid bereavement days per year.
- Tuition Discount: 50% discount on tuition. Does not include fees.
- Start Date: Immediate

To apply, please submit the following:

- Cover letter
- Resume
- Completed [Staff Professional](#) employment application. The application can be found on the CVCS website under About/Employment/Apply Now.

Send all application materials to Tabitha Epler, Human Resources at HR@cvcsonline.org or by mail to 200 E. Carlton Avenue, Meridian, ID 83642.

10/28/2024