

Diocese of Nashville

<https://dioceseofnashville.com/job/it-senior-support-technician/>

IT Senior Support Technician

Description

Summary:

- Install, configure, upgrade and maintain computer hardware, software and peripheral equipment. Collaborate with users to identify and resolve hardware and software problems. Assist users/departments in researching solutions and implementing requests. Assist the Network and Client Services Officer with infrastructure and server projects.

Duties and Responsibilities:

- Install, configure, maintain, and diagnose computers, laptops and peripherals including but not limited to printers, audio visual and wireless devices.
- Use approved tools and methodologies to image, copy and configure systems for deployment.
- Place warranty calls and replace parts as needed.
- Configure, monitor, and support mobile devices including iPads and cell phones.
- Serve as Helpdesk backup, record trouble calls and do first line troubleshooting.
- Research, test, and evaluate potential new technology solutions.
- Assist with system administration functions such as managing inventory and licensing, software updates and workstation antivirus.
- May assist in management and installation of servers and other infrastructure including wireless networks.

Knowledge and skills sought:

- Knowledge of a variety of widely used computer hardware and software and the ability to troubleshoot problems there with.
- Familiarity with network switches, routers, and firewalls a plus
- Ability to set up and support Apple iPads and applications.
- Thorough knowledge of Windows 10 and Windows 11 operating systems and Microsoft 2016 Office Suite as well as familiarity with Microsoft Office 365
- Experience with Windows servers (Some knowledge of DHCP, DNS and Domain Controllers desirable)
- Knowledge of computer imaging with knowledge of FOG a plus
- Ability to communicate effectively both orally and in writing including the skill to communicate technical concepts to non-technical users and to create detailed and thorough documentation.
- Basic understanding of virtualization with knowledge of Microsoft Hyper V a plus

Job Requirements:

- Associate degree or higher computer information sciences or related field. Minimum of 4 years experience in installing, configuring, and maintaining computer workstation hardware, software, and peripherals. Additional experience may substitute for a degree.

Hiring organization

Overbrook Catholic School

Job Location

Nashville, TN

Date posted

April 4, 2024

To apply, please submit cover letter and resume via email to:

ITposition@dominican-campus.org

- Experience in an educational environment is desirable
- Ability to lift and carry 50 pounds, work in confined spaces and, on occasion, on a ladder.
- Ability to prioritize and multitask to meet deadlines.
- Good problem solving and interpersonal skills.
- Must be punctual and present a professional image.

Additional Information:

Benefits: Medical, dental, vision care, life insurance, disability, 403(b) with employer match, generous paid time off.