

## **ROLE DESCRIPTION**

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### **IT Support Analyst**

#### **ROLE SUMMARY**

The IT Support Analyst is responsible for supporting the user community and maintaining the efficient operation of their hardware, software and networking in order that everyone on campus can fully attend to their craft and the advancement of our vision and mission.

#### **RESPONSIBILITIES**

##### **Manage Apple Computer Configurations**

- Manage the applications and system configurations of MacOS and iOS equipment
- Manage imaging and deployment of Apple equipment
- Use Valor's enterprise device management software (JSS Pro) to provide remote desktop support and maintain uniform configurations for employee devices
- Use JSS Pro to maintain accurate inventory records of MacOS and Windows computers
- Manage an annual refresh of Apple computer equipment
- Provide leadership in identifying and implementing new technologies that will streamline school operations and improve student outcomes

##### **Provide End User Support**

- Monitor and manage the IT support ticketing system
- Provide technical assistance and resolve employee issues related to telephones, AV equipment, printers, computers and software
- Conduct end user training on IT capabilities as needed
- Document common issues and resolutions in the Valor IT knowledge base
- Support onboarding of new employees by providing required equipment, account setup and training
- Manage termination of credentials and check-in of equipment when an employee terminates
- Check email and voicemail after hours and on weekends to be aware of any technical issues that require prompt attention
- Respond to after-hours support requests according the IT after-hours support schedule

##### **Assist with Network and Server Administration**

- Assist in routine maintenance of Windows servers including backup and patch administration
- Assist in administering the Aerohive wireless network and Cisco telephone system
- Assist with infrastructure maintenance projects

##### **Possess and Model a Growing Relationship with Christ**

- Pursue full devotion to Christ and live a life that reflects that authenticity
- Model the fruits of the spirit in communications, relationships and daily work
- Demonstrate teachability and a willing heart for service
- Embody others-centered, servant-leadership in all interactions

##### **Demonstrate Trustworthy Commitment to Valor Christian High School**

- Accept and uphold Valor's *Statement of Faith*
- Accept and abide by all affirmations in Valor's *Annual Statement of Commitment*

#### **Provide Strategic, Effective, Inspiring Team Support**

- Uphold and embody Valor's culture as set forth in the *Valor Culture Document*
- Model servant leadership, grace and love in all relationships and interactions
- Provide team support regarding all matters, processes and initiatives

#### **Demonstrate a Commitment to Fulfilling Valor's Vision and Mission**

- Assume collaborative responsibility for Operating Plan Goals
- Be a 'culture- keeper'

#### **Demonstrate a Commitment to Growth**

- Participate in Valor Team meetings and weekly meetings with Supervisor
- Demonstrate teachability and receptive to feedback
- Pursue professional/personal/spiritual growth and development
- Participate in the broader ministry of Valor by contributing of time, talent and treasure beyond assigned role responsibilities

#### **Serve Wholeheartedly as an Exceptional Teammate**

- Demonstrate loyalty to teammates in action and word
- Pursue and uphold relational unity with Team members
- Assist Team members to facilitate school-wide wins

### **RELATIONSHIPS**

- Assists the System Administrator in monitoring server and network status
- Collaborate with the Education Technology Specialist to plan and implement new learning technologies
- Assist other IT support team members with their work during busy periods
- All staff and faculty as they have need

### **RESULTS**

- Valor's faculty will be delighted with the reliability and capabilities of hardware and software provided to support classroom instruction.

### **EDUCATION, EXPERIENCE, AND REQUIRED COMPETENCIES**

#### **Education:**

- Bachelor's degree or equivalent industry experience
- JAMF Certified Casper Administrator (CCA) is preferred

#### **Experience:**

- A minimum of one year of experience providing end-user support for MacOS equipment
- Experience resolving network issues
- Experience administering Windows servers

**Skills/Abilities:**

- Strong troubleshooting and problem solving skills
- Ability to provide supportive and encouraging customer service
- Capability to manage multiple concurrent assignments in a fast-paced environment
- Ability to work independently and willing to do what it takes to get the job done
- Ability to conduct research and identify solutions and best price options

**Technical Skills:**

- Management of MacOS equipment in an enterprise setting
- Windows server administration
- Apple hardware maintenance
- Networking, DNS, DHCP and TCP/IP configuration
- Knowledge of VMware, JSS Pro and BASH scripting is desired