

**American Baptist Computer Center
An Associated Ministry Organizations of the
American Baptist Churches, USA
King of Prussia, PA**

PC TECHNICIAN (Full-time Position)

Role and Responsibilities: To provide basic levels of support for hardware and software related to the network workstations, both desktops and laptops, used by ABC network users on a Microsoft network. Identify, troubleshoot, and resolve software and hardware problems for 200+ ABC network users' workstations, including rebuilding software after hardware or malware destroys workstation. Provide preventive maintenance before problems occur. Perform above tasks using remote connection software when user is remote. Consult with vendors when additional tech support is needed. Stage and configure computer hardware and software installations, including operating system, specialized software, peripherals, Bluetooth and other devices. Troubleshoot and diagnose problems with remote users' home network hardware and connectivity. Document procedures and technical solutions for use by other ABCC staff.

Education and Experience:

Specialized training, education and/or job experience that is necessary in order to qualify for your job. In-depth knowledge of the following: internal hardware for workstations; all peripherals including docking stations, wireless routers and cards, printers, scanners, and cameras; Windows XP and Windows 7 operating systems; diagnostic and recovery software for workstations; MS Office 2010 software suite; specialized software for rebuilding workstations; system configurations, and industry best practices. Analysis and diagnosis of hardware and software problems, creation and implementation of solutions, knowledge of remote connection software for these issues when occurring on remote computer. Exceptional communication and interpersonal skills with regard to network users. Multi-tasking and time management skills to handle workload of approx. 200 users. Experience in working both independently and as part of a team. Needs to be able to lift and move workstation equipment

Compensation: Competitive compensation package that includes benefits.

If you are ready to be a part of this dynamic organization, send a cover letter, resume, and name/address/phone numbers of three (3) professional references to:

jobs@abc-usa.org.

This posting will close on March 1, 2013.

American Baptist Churches USA is an equal opportunity employer.