



The mission of American Baptist International Ministries is to glorify God in all the earth by crossing cultural boundaries to make followers of Jesus Christ.

INTERNATIONAL MINISTRIES

International Ministries (IM) Job Posting Announcement

Technical Support

Join a vibrant ministry that is helping people all around the world *come* to Christ, *grow* in Christ and *change* their worlds for Christ!

International Ministries has recently moved its back office IT infrastructure to multiple cloud-based systems such as Office 365 for enterprise email and file management. The LAN is run over a VPN connection to a cloud-based virtual network where back office servers are also hosted. The Director of IT is searching for an energetic technical support associate who will help troubleshoot and support this new cloud system and its 150 users.

Responsibilities: Provides technical support to staff and missionaries by researching and answering questions; troubleshooting problems and maintaining staff workstations and LAN performance. Provides answers to clients by identifying problems; researching answers and guiding clients through corrective steps related to Office 365 and win7 issues. Participates in the development of client-training programs by identifying learning issues; recommending instructional tools and creating training documentation. Improves system performance by identifying problems and recommending changes. Researches required information using available resources in order to quickly diagnose and resolve customer issues. Stays current with related changes and updates in technology. Documents all customer encounters in clear and concise logs to ensure that customers' issues are tracked, addressed and solved in the most efficient manner. Provides technical support to customers in regards to the activation, maintenance and setup of their devices and services.

Skills/Qualifications: Excellent problem solving skills, excellent communication skills, customer service experience, help desk experience, system administration experience and a focus on quality. LAN Knowledge; PC proficiency and experience in Operating Systems (Windows, OSX, iOS), SQL Servers, Office 365, MS Sharepoint, VMWare virtualization, Dynamics GP, BI360, Salesforce and MS CRM. In-depth knowledge of the following: internal hardware for workstations; all peripherals including docking stations, wireless routers and cards, printers, scanners and cameras; all workstation operating systems; diagnostic and recovery software for workstations; current MS Office software suite; specialized software for rebuilding workstations; system configurations and industry best practices. Proficiency in analysis and diagnosis of hardware and software problems, creation and implementation of solutions and using remote connection software for these issues. Multi-tasking and time management skills to handle workload of approx. 200 users. Experience in working both independently and as part of a team. Must to be able to lift and move workstation equipment.

Compensation: Competitive compensation package including employer-paid contributions to a 403b retirement plan, healthcare benefits (medical, dental and vision) and paid time off (vacation, sick leave and holidays).

International Ministries serves more than 2,000 volunteer, short-term and long-term missionaries working in 70 countries. 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 October 31, 2014.