

**American Baptist Computer Center
American Baptist Churches, USA**

PC TECHNICIAN (Part-time, Temporary Position)

Role and Responsibilities:

To provide basic levels of support for hardware and software related to the network workstations used by ABC network users. 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 needed. Provide users with remote connectivity to network. Stage and configure computer hardware and software installations, including operating system, specialized software, peripherals, and Bluetooth devices. Applies to both desktop and laptop workstations. Troubleshoot and diagnose problems with remote users' home network hardware and connectivity. Document procedures and technical solutions for use by other ABCC staff. This position will be required to work 20 to 22 hours per week.

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; 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. 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 limited 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 January 11, 2013.

American Baptist Churches USA is an equal opportunity employer.