



HOSTS THE



WHICH BENEFITS



IT SUPPORT SPECIALIST

Reports to: IT Director

Status: Full-time, non-exempt

Founded in 1920, Momentous Institute is committed to offering services that are systemic, trauma-informed, and include brain and strengths-based perspectives. Comprehensive therapeutic services annually offered to over 5,500 children and family members focus on building and repairing social emotional health, so families can achieve their full potential. With an emphasis on innovation, collaboration and training, Momentous Institute offers a truly dynamic work environment.

The Role: The IT Support Specialist position provides frontline technology support services to 300+ internal users across a broad spectrum of hardware and software applications. With minimal supervision, this candidate will assist in identifying, researching, and resolving technical problems, responding to support request tickets, providing technical assistance, and developing technical documentation for IT-related tools and processes.

Momentous Institute offers competitive salary and benefits, and a great working environment grounded in the organization's core values of Respect, Commitment, Humility, Innovation, and Stewardship.

RESPONSIBILITIES

- Evaluate, triage, and respond to requests for technical support from internal users.
- Prepare, deploy, and maintain desktop hardware, software, peripherals and mobile devices using OS image configuration and deployment standards and other process and automation solutions.
- Manage and maintain Microsoft 365 and Azure solutions as assigned.
- Manage inventory to include acquisition, tracking, and decommissioning of workstations, peripherals.
- Provide ad hoc training to users in basic hardware and software use. Schedule and conduct new employee IT orientations.
- Collaborate with team members on policies/procedures, hardware/software, and new technology integration.
- Provide A/V support for internal and external events and presentations as assigned.
- Identify areas in need of process documentation and work with those teams to create, document, and train on the process.
- Prioritize network security and maintain confidentiality of client/student, staff, and corporate information.
- Escalate problems and issues outside the position's defined scope to senior members of the IT team.
- Maintain knowledge of industry best practices regarding desktop support and network operations.
- Assist IT Director and Director of Campus Operations with administrative support duties as assigned.

REQUIREMENTS

This position requires the following personal and professional qualities/capabilities:

- High school diploma and IT job-related coursework from an accredited college, university, or trade school required. Relevant certifications (e.g., CompTIA certs, MCSA) preferred.
- 3+ years of professional experience providing direct, in-person user support.

- Ability to communicate professionally and effectively with individuals of varying levels of technical ability.
- Ability to organize, prioritize, and triage support requests received through help desk ticketing system and from other sources.
- Ability to manage projects independently with minimal supervision.
- Ability to meet deadlines and manage multiple demands simultaneously; highly organized.
- Familiarity with a variety of IT concepts, practices, and procedures including security, networking, desktop, and application support.
- Strong service orientation.
- Experience providing technology support in a K-12 school a plus.
- Must be willing to live in or within a commutable distance to central Dallas, TX. This is an on-site position. Driving between campuses is required.
- Valid state driver's license

PHYSICAL DEMANDS

The usual and customary methods of performing job functions for this position requires the following physical demands: walking, standing, sitting, lifting, carrying, occasionally lifting items above twenty-five pounds. Physical actions may include crawling under desks, stooping, kneeling, crouching, bending at the waist, and reaching up to retrieve equipment.

Interested:

Applications are currently being accepted and the position will remain open until filled. Candidates from diverse backgrounds are encouraged to apply. Please send letter of interest and resume to:

ITemployment@momentousinstitute.org

www.momentousinstitute.org

www.scdallas.org

COVID-19 vaccine is required for all employees as of September 1, 2021. (Momentous Institute is an equal opportunity employer and reasonable accommodations will be considered for valid medical or religious exemptions.)

Momentous Institute/Salesmanship Club of Dallas maintain a policy of non-discrimination for all employees and applicants in every facet of the organization's operations. Momentous Institute hires, trains, and promotes all qualified employees without discrimination on the basis of race, color, sex, religion, national origin, age, military status, disability, genetic information, gender identity, or sexual orientation.

All employment offers are contingent upon successful completion of a criminal background investigation, including a check of the National Sex Offender Registry.

Policy Statement
<p>No form of abuse will be tolerated, and confirmed abuse will result in immediate termination. Momentous Institute will fully cooperate with authorities if allegations of abuse are made requiring investigation.</p>