



# Presbyterian Children's Homes and Services<sup>SM</sup>

## SEEKING A SUPPORT TECHNICIAN IN ST. LOUIS

This position is responsible for assisting with technical support of desktop computers, applications, and related technologies. Support includes installation and testing of computer systems with established standards and guidelines. Must possess strong troubleshooting and diagnostic skills to resolve unique, non-recurring issues. Employee also assists in the maintenance and testing of network servers and associated equipment.

### **ESSENTIAL JOB FUNCTIONS:**

- Assists staff and clients with the installation, configuration, and operations of hardware and software within established standards.
- Works in a Help Desk role responding to incidents in a timely manner
- Trains and orients staff on use of hardware and software
- Assists in maintaining technical documentation and processes
- Provides on-site support as needed for all satellite offices.
- Testing and replacement of hardware
- Physical setup of computers and equipment

### **JOB REQUIREMENTS:**

#### **EXPERIENCE:**

Must be experienced in the field of technical support and have a minimum of 2 years' experience in a help desk and staging environment.

#### **SKILLS:**

This person must be a self-starter with excellent written, verbal and interpersonal communication skills. Ability to research, analyze and has

- Initiative and ability to work without supervision, strong multitasking
- Understanding of basic network and client-server architecture and infrastructure.
- Strong troubleshooting and problem solving ability
- Experience monitoring and reporting in fast paced environments
- Relevant industry qualifications and experience
- Ability to maintain strict confidentiality with privileged information

### **COMPETENCIES:**

- Proper phone and office etiquette
- Ability to speak and write clearly and accurately
- Demonstrated proficiency in typing and grammar
- Knowledge of customer service principles and practices
- Effective listening skills

**EQUIPMENT TO BE USED:**

This person must be able to operate computer, server and other office machines such as fax, calculator, telephone, and other equipment related to Information Technology.

**TYPICAL PHYSICAL DEMANDS:**

This position requires sitting, standing, bending and reaching. This position requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, the telephone and other Information Technology equipment. This position requires normal range of hearing and vision. Position also requires being able to lift equipment of up to 50lbs.

**TYPICAL MENTAL DEMANDS:**

This position must handle novel and diverse work problems on a daily basis. Personal maturity is an important attribute. Must have a long attention span in order to listen to people in an objective manner, perceive the *real* problems and bring issues to a successful conclusion. Must be able to resolve problems, handle conflict and make effective decisions under pressure. This position must relate and interact with people at all levels of the agency in a culturally competent manner.

**WORKING CONDITIONS:**

This position works in a variable office setting. This position requires driving an automobile on a frequent basis.

Must hold a valid Missouri driver's license, have and maintain a risk-free driving record. Must be willing to undergo and clear initial and periodic child abuse/neglect, criminal history, sexual offender, and child care/elder care disqualification list screenings as conducted by the *Missouri Department of Health and Senior Services* utilizing the *Family Care Safety Registry*. The position must submit fingerprints, if requested, for review by the Missouri State Highway Patrol and Federal Bureau of Investigation (FBI). The position must undergo a pre-employment drug screen and a pre-employment physical with the results showing no evidence of communicable disease.

**Apply online at:**

<http://missouri.pchas.org/employment/>