

Desktop Support Technician Information Systems

Archdiocese of Galveston-Houston Downtown Chancery
Houston, Texas

Summary:

The Archdiocese of Galveston-Houston Information Systems Department is currently seeking to fill the position of Desktop Support Technician. The individual hired will be responsible for installing, configuring, troubleshooting, and maintaining Microsoft Windows desktop, laptops (including some Apple MAC OS products), printers, tablet, mobile devices, and telecom devices, as well as any associated peripherals, including AV equipment. This position will report to the Manager of Network Systems and Help Desk Services and will work closely with other members of the department to support all end users (local and remote).

Qualifications:

The successful candidate will have the following experience or knowledge in the following areas:

- 2+ years setup, configuration, troubleshooting of desktop / laptop hardware and software (Windows and Mac OS)
- Tablet, mobile device, and telecommunications equipment
- Microsoft Office 2013 and later products
- Some knowledge of TCP/IP networking and related network services (i.e. DNS, SMTP, DHCP, etc)
- Some knowledge of Active Directory concepts and administration
- Ability to climb a ladder to service classroom projectors
- Must be physically able to lift up to 30 pounds
- Experience working in a structured, process-driven environment
- Ability to clearly communicate technical concepts to non-technical people.
- Ability to recognize, analyze, and effectively solve problems in a timely and organized manner using industry best practices and procedures
- Ability to multi-task in a fast-paced environment
- Ability to learn and adapt to changing needs and demands – willingness to self-train and develop

Suitable candidates are encouraged to send a resume and letter of interest to Resume@archgh.org with Desktop Support Technician, Information Services in the subject field.