

## Help Desk I – Part-Time

**Hours:** 11:00 AM - 1:00 PM, Monday through Friday

**Location:** Crosspoint Christian School, Klamath Falls, OR

### Position Summary

Crosspoint Christian School is seeking a part-time Help Desk I Technician to provide basic IT support on-site during peak hours. The position is ideal for individuals passionate about technology and education, eager to support a Christ-centered school environment. You will assist faculty, staff, and students with technical issues and ensure the seamless operation of our IT systems during the school day.

### Key Responsibilities

- **Technical Support:** Respond to and resolve basic IT issues related to hardware, software, printers, and networks.
- **User Assistance:** Provide hands-on support for teachers and staff in classrooms, ensuring smooth operation of classroom technology such as projectors, Smart Boards, and laptops.
- **Device Management:** Assist with setup, maintenance, and troubleshooting of computers, tablets, and other school-issued devices.
- **Ticketing System:** Log, track, and close support tickets promptly and escalate unresolved issues to the IT Administrator.
- **Documentation:** Maintain documentation for common issues and solutions to streamline future support.
- **Preventive Maintenance:** Perform regular system checks and updates to prevent disruptions.
- **Communication:** Collaborate with staff to identify recurring problems and suggest potential improvements.

### Qualifications

- **Education:** High school diploma or equivalent required. Some college coursework in IT or related fields is preferred.
- **Experience:** 1+ years in an IT support role or similar position. Experience in an educational setting is a plus.
- **Skills:**
  - Basic knowledge of Windows and MacOS operating systems.
  - Familiarity with Google Workspace for Education (Google Drive, Docs, Sheets, etc.).
  - Ability to troubleshoot hardware issues (e.g., laptops, projectors, printers).
  - Excellent communication and customer service skills.
- **Values:** A commitment to upholding the mission and values of Crosspoint Christian School.

### Work Environment

This role requires physical activity, including lifting equipment up to 30 lbs and moving between classrooms and offices. The ability to adapt to a dynamic school environment is essential.

### Compensation

\$15.00 - \$18.00 per hour.