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DIOCESE OF CHARLOTTE
OFFICE OF TECHNOLOGY SERVICES

POSITION TITLE: PC Support Specialist
DEPARTMENT: Technology Services (215)
REPORTS TO: Help Desk Manager
FLSA: Non-Exempt

POSITION SUMMARY:

Provides level I, and level II helpdesk technical support for end-users for the computer and network environment at the Diocese of Charlotte (DOC), Catholic Charities Diocese of Charlotte (CCDOC), and Mecklenburg Area Catholic Schools (MACS). Employee serves as a project team member on technology projects. Works with various Diocesan departments delivering technology solutions that align with the strategic direction of the organization.

ESSENTIAL FUNCTIONS:

- Works in Autotask helpdesk management system; triage and prioritize calls, uses Autotask as a primary tool for tracking, documenting, communicating, and closing helpdesk service requests with customers
- Deliver level I and level II technical support for Diocese of Charlotte employees at all entities
- Troubleshoot Microsoft Office 365, Teams, and Skype for Business
- Assists with endpoint management including desktop management, mobile device management, creation of images for standard PC models, updating OS, inventory/asset management
- Network printer setup and ability to troubleshoot printing issues
- Works with senior team members on projects and service requests

OTHER RESPONSIBILITIES:

- Install, configure, and troubleshoot computer peripherals and connected devices including printers, scanners, phones, wireless appliances, cameras, etc.
- Troubleshoot Apple devices including iPad, Apple TV, and MacOS

EDUCATION, EXPERIENCE, AND SKILLS:

REQUIRED:

- CompTIA A+ Certification
- Possess excellent communication, organizational, and interpersonal skills
- Research solutions to resolve unique technical issues
- Three (3) or more years providing PC support in a corporate and/or school environment
- Knowledge and general understanding of virtual technologies; VMware, Hyper-V, RDS
- Understand the 7-layer OSI network model

Preferred:

- 4-year degree in Information Technology, Computer Science, Networking, or equivalent Must have a good record of accomplishment working as part of a team to accomplish common objectives
- Candidates should be detail oriented with the ability to prioritize tasks and juggle multiple projects
- Candidates will possess the ability to set and meet deadlines



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WORKING ENVIRONMENT:

Some evening and weekend work may be required.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Ability to stand and/or sit for extended periods. Ability to lift/move bulky objects weighing 50 pounds or more may be required.

*Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

**Qualified candidates must possess a valid driver's license and reliable transportation.

Employee Signature

Date

Supervisor Signature

Date

Effective Date: