

## **IT Support**

Pastoral Center

Full Time 35 hrs a week

\$26.24-\$30.17 an hour DOE

The Diocese of San Bernardino is a vibrant and diverse community of Roman Catholic Believers committed to bringing the Good News of Jesus Christ to all we encounter. We are guided by the core values of Hospitality, Collaboration, Faith-sharing and Reconciliation. Through the impact of the Gospel, we seek to fill lives with hope.

### Position Summary:

The IT Support Technician provides technical and operational desktop and laptop design, setup, implementation, maintenance, and upgrades within the Pastoral Center.

### Essential Job Functions:

- Add and modify user and device organizational units within Active Directory.
- Spam filter tasks.
- Endpoint security protection and prevention measures.
- Video conferencing support (Zoom, MS Teams, WebEx).
- Troubleshoot and resolve computer software, hardware, peripheral device, configuration, and connectivity problems.
- Device (PC, laptop, peripherals, iPad, iPhone, Android) setup and deployment.
- Resolve end user computer problems such as hardware and software issues.
- Use Remote Access programs to connect and operate remote computers. In order to troubleshooting and resolving end user problems.
- Repair and maintain desktop and laptop computer and peripheral equipment.
- Promptly update tracking work orders in helpdesk software program, ensuring proper categorization and detailed documentation.
- Provide support for VoIP telephone system to users, including voicemail. Work with Junior Network Administrator to configure phone system as needed.
- Train users in proper use of software and hardware.
- Provide timely and appropriate notification to supervisor and other IT staff to ensure that serious issues are addressed quickly.
- Maintain and update the device and equipment inventory. Maintain and monitor software licenses.
- Escalate more complex problems to a higher-level technician.
- Perform other duties as assigned and special projects as needed.

### Qualification Guidelines:

- High School graduate or equivalent; AA degree preferred.
- Equivalent to two years of PC/Help Desk support experience, providing desktop computer/network support services. A+ certification preferred.
- Fundamental computing and desktop methodologies and technologies. Basic Windows 8/10 admin skills, knowledge of PC support and troubleshooting, knowledge of basic network hardware, cabling and protocols, proficiency in the MS Office 365 suite, proficiency in end-user support of Windows based applications and knowledge of PC's, including hardware, connectors, devices, and applications.
- Ability to pursue, research, and develop a variety of alternatives and select the most feasible; be able to lift at least 50 lbs. and walk to the various parts of the building; develop valid conclusions; and the ability to establish and maintain effective working relationships with faculty, staff and students.
- Excellent organizational, interpersonal, communication, planning, mathematical and computer skills (Word, Excel, Outlook, Internet). Ability to multi-task with a sense of urgency is a must.
- Must have a valid California driver's license and reliable transportation.

### PHYSICAL REQUIREMENTS:

Includes but not limited to considerable use of arms and legs, whole body movement, walking, lifting, and stooping, standing, sitting, lifting and carrying up to 50 lbs., pushing, pulling, kneeling, crouching, crawling, hearing, speaking, seeing, reaching, repetitive forward bending, repetitive arm/hand motions, prolonged gripping of an item, repetitive hand/finger movements, sense of touch/feel, temperature extremes.

Interested Candidates please forward resume to:

Attention: Sinia Bustamante  
Diocese of San Bernardino  
1201 E. Highland Avenue  
San Bernardino, CA 92404  
Email: [employment@sbdiocese.org](mailto:employment@sbdiocese.org)

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