Title: IT Support Analyst
Employment type: Full time
Location: King of Prussia, Pennsylvania
Application deadline: March 28, 2018
Contact: HR@internationalministries.org

POSITION OVERVIEW

The IT Support Analyst will provide front-line primary technical support to end users on various technical issues and problems relating to hardware, software and peripherals. This position will also be responsible for responding to, documenting and resolving service support tickets in a timely manner. The IT Support Analyst must have excellent problem-solving skills in order to diagnose, evaluate and resolve complex problem situations or, when appropriate, escalate or route them to the IT Director.

The Support Analyst will also perform root cause analysis, develop checklists for typical problems and recommend procedures and controls for problem prevention. This position will support multiple platforms including desktops, laptops, mobile devices and videoconferencing equipment. This position may require independent work.

RESPONSIBILITIES

- Provide technical support for software and hardware issues across an international organization
- Research emerging technologies to decide if implementing them can increase the organization's efficiency and effectiveness
- Troubleshoot and diagnose problems within the office network and VPN
- Develop and maintain local servers, software and backups
- Monitor load balance on servers and make recommendations accordingly
- Devise and recommend ways to add new functionality to existing computer systems
- Conduct testing to ensure that the systems work as expected
- Provide technical training, guidance and resource support for end users and write instruction manuals
- Assist in providing computer and network support relating to software and hardware problems reported by users
- Monitor and evaluate the efficiency of software and hardware usage, providing items to be covered in training of users and making them more efficient
- Add and maintain users on the network, assigning application access, ensuring security and maintaining configurations within standards
- Assist in the installation of workstations and printers on the LAN
- Participate in team meetings, providing input and suggestions
- Prepare quotes and purchase replacement parts, computer accessories and inventory items as directed by the IT Director
- Manage user accounts, passwords and permissions across Active Directory, Azure Active Directory and SharePoint

- Provide backup for the IT Director for IM website support and management, Great Plains, Salesforce, Access Databases and other systems as needed
- Monitor and report licenses on applications
- Utilize technology to provide staff with a fast, accurate and secure method of gaining access to information in the fastest and most efficient manner possible
- Provide application support and enhancements to existing applications
- Define system requirements, priorities and viable alternatives
- Coordinate the efforts of staff to locate, assess, install, test and maintain software
- Assist in developing user documentation and departmental policies and procedures that impact the use of application systems
- Maintain an adequate level of knowledge of operating system and application software being used to provide high levels of support to users
- Continue to develop professional skills in information systems through trade magazines, manuals, seminars and courses
- Perform other related duties as assigned

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in Computer Science, Systems or Industrial Engineering, Business Administration or related field
- Minimum of 3 years' experience in systems analysis and support
- Project management or leadership responsibilities
- Problem solving and analysis skills
- Technical capacity
- Customer-client focus
- Ability to exercise independent judgment in planning, organizing and performing systems analyst tasks and in setting priorities of tasks among multiple assigned projects
- Ability to communicate, motivate and organize projects among a broad spectrum of personnel throughout the network
- Knowledge of information systems, including some familiarity with financial and business applications such as Microsoft Dynamics

HOW TO APPLY

To apply, email HR@internationalministries.org. Identify the position title in the subject line and attach a current resume and supporting documentation for further evaluation of qualifications and experience. Thank you in advance for your interest in joining IM's mission.

International Ministries is an EEO employer and provides a comprehensive and flexible benefit package. A detailed description of this position is available upon request.

International Ministries, also known as the American Baptist Foreign Mission Society, works cross-culturally to invite people to become disciples of Jesus Christ and to proclaim, through both word and deed, God's reign of justice, peace and abundant life for all creation.