Turning Point for God is an international ministry with a vision to reach every language group in the world with the gospel and the teachings of God's Word. From its modest beginning over thirty-five years ago, Turning Point is now accessible by 2.5 billion people worldwide every day through radio, television, and the internet.

The following reflects management's definition of essential functions for this position, although this list is not all-inclusive to what tasks may be assigned. Turning Point reserves the right to modify job duties or job descriptions at any time.

Position Summary:

The IT Support Technician reports directly to the IT Manager and provides customer support to end users related to various company hardware and software issues by telephone, email, ticketing system, and remote connectivity. Communicate technical solutions in a professional and user-friendly manner. Install new software and hardware, and work with team members on technical infrastructure upgrades.

Essential Functions:

- Create and close help desk tickets in a timely manner. Respond and update tickets with documentation of the request and solution. Provide regular status updates to the requestor.
- Troubleshoot and resolve end-user hardware, operating system (Windows OS, MacOS, Linux), and software-related problems and escalate when needed.
- Troubleshoot scanning/printing problems and escalate when needed.
- Research and troubleshoot unfamiliar errors using online knowledge base and other resources to effectively identify and resolve problems.
- Assist with building new desktops and laptops with images and other configurations for distribution.
- Assist with installing and configuring network equipment (e.g. servers, storage, switches, firewalls, etc.) on-premises and off-site.
- Assist in maintaining various servers.
- Assist with maintaining the corporate phone system. Will work closely with phone vendor.
- Keep all documentation up-to-date.

Other Duties:

- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Qualifications:

- Minimum 2 years' experience in maintaining desktop computers.
- One or more of the following certifications is preferred: CompTIA A+, Network+, Security +, MCSA, CCNA.
- Must have excellent written and verbal communication skills.
- Attention to detail and ability to maintain confidentiality.
- Demonstrated organizational skills.
- Ability to learn and apply new technology tools and resources.
- Self-starter with multi-tasking abilities.
- Must be proactive and accountable.

Other:
- Position is 40 hours per week, Monday through Friday.
- Position is at Turning Point International Headquarters in Lakeside, CA.
- Must be a like-minded believer and share our passion to deliver the unchanging Word of God to an ever-changing world.

Please email your resume, cover letter and Christian testimony to jobs@davidjeremiah.org.