

## IT Support Assistant

**Reports to:** IT Services & Business Systems Manager

**Job Status:** Part-time, Non-Exempt

Momentous Institute, a charitable, not-for-profit organization serving children and families since 1920 currently has an ideal entry-level opportunity available for a budding IT professional. The part-time, 20 hours-per-week, **IT Support Assistant**, will assist in providing computer, network and applications support to 300+ internal users. In addition, the position will provide inventory, clerical and workstation moves support to the IT team.

The IT Support Specialist is the perfect opportunity for an energetic, inquisitive, eager learner who has a can-do attitude and is looking to expand her/his IT skills in a welcoming and encouraging work environment. The position offers paid vacation, sick time and holidays and is eligible to participate in the organization's 403(b) plan on the first day of employment.

### WORK SCHEDULE

- 20-hours-per-week, Monday-Friday. Some flexibility available in days and hours worked. (Can generally work in concert with school schedules.)

### RESPONSIBILITIES

- Evaluate, prioritize and respond to requests for assistance from internal users through support ticketing system.
- Under supervision, prepare, deploy and maintain desktop hardware, software, peripherals and mobile devices.
- Escalate problems and issues outside the position's defined scope to senior members of the IT team.
- Provide training/coaching to users in basic hardware and software use.
- Assist in the management of IT inventory to include acquisition, tracking, and decommissioning of workstations, peripherals, and mobile devices.
- Provide A/V support for internal and external presentations as assigned.
- Assist with installation and support of IT resources at the ATT Byron Nelson golf tournament.
- Maintain confidentiality of client/student, staff and corporation information.
- Provide clerical support to IT team members.

### REQUIREMENTS

#### **Education:**

- High school diploma.
- IT coursework or current enrollment in an accredited college, university, or trade school a plus. (*For current students, Momentous Institute can work with the student and school in structuring the position to meet degree internship requirements.*)

**Work Experience:** No IT work experience required for candidates with a strong, demonstrable IT background.

**Skills:** The ideal candidate will possess the following skills:

- Strong skills and aptitude in troubleshooting hardware and software issues.
- High proficiency in the MS Office Suite, IOS and basic networking.
- Self-motivated, detail-oriented and organized, with demonstrated work ethic.
- Able to work efficiently in order to meet deadlines.
- Able to promptly answer support-related tickets, email, IMs and phone calls.
- Great customer service skills; able to communicate professionally in a work environment.

**License/Certificate:** Valid Texas driver's license.

**Physical Demands:** The physical demands described herein are representative of those that must be met to successfully perform the essential functions of this job. While performing the duties of this job, the incumbent is frequently required to sit, stand and walk as well as bend, squat, and climb stairs. The employee must occasionally lift and/or move up to 50 pounds.

#### HOW TO APPLY

Interested parties should submit a resume and cover letter to:

[ITemployment@momentousinstitute.org](mailto:ITemployment@momentousinstitute.org).

Momentous Institute maintains a policy of non-discrimination for all employees and applicants in every facet of the organization's operations. Momentous Institute hires, trains, and promotes all qualified employees without discrimination on the basis of race, color, sex, religion, national origin, age, military status, disability, genetic information, gender identity, or sexual orientation.

All employment offers are contingent upon successful completion of a criminal background investigation, including a check of the National Sex Offender Registry.

Policy Statement
<b>No form of abuse will be tolerated, and confirmed abuse will result in immediate termination. Momentous Institute will fully cooperate with authorities if allegations of abuse are made requiring investigation.</b>