BRIARWOOD
CHRISTIAN SCHOOL

Job Description
Technology Support Specialist I

Briarwood Christian School (BCS), a ministry of Briarwood Presbyterian Church, located in Birmingham, Alabama, is a co-educational school serving over 1600 students in grades K4 through 12. The school exists to provide a Christ-centered transformational education that equips and inspires each student to glorify God by maximizing his or her God-given abilities.

BCS seeks to hire a Technology Support Specialist I (TSSI) to begin immediately. The TSSI's primary responsibilities include troubleshooting technical issues, maintaining technical equipment, assisting with projects, and providing one-on-one user training.

Position Classification

- Full time, 12-month, exempt
- Reports to the Director of Information Technology

Personal Qualifications

- Mature, living, and active faith in Jesus Christ, and membership in good standing of a local evangelical church
- A passion and ability to effectively contribute to a positive work environment
- Demonstrated passion for and support of Christian Education
- Have a pleasant and engaging demeanor
- A high level of attention to detail
- Experience in customer service
- Professional telephone and office etiquette
- Ability to retain confidential information about BCS's constituents
- Agreement with the school's Statement of Faith and a lifestyle consistent with the school's Declaration of Moral Integrity (available on school website)
- Successfully complete a criminal background check (reviewed periodically) and MinistrySafe training (renewed every three years)

Responsibilities

- Responding to help desk support requests
- Responsible for regular maintenance - interactive displays, printers, computers, laptop carts, iPad carts
- Assists the Director of IT with projects
- Identify and report recurring issues to the Director of IT
- Keep detailed logs of support issues by documenting them though the helpdesk system and other means
- Upgrading end user devices as directed by the Director of IT
- Working on major IT projects during the summer - room display upgrades, networking device updates, student device reconfigurations, physical cleaning of technology equipment, cable installation, server installation, etc.

Skills and Experience Desired

- Bachelor's degree in a related field required
- Macintosh and Windows operating systems
- Networking skills including TCP/IP, Wi-Fi, and Ethernet cabling
- Experience servicing multiple technology devices like computers, projectors, cameras, printers, etc.
- iOS and iCloud support knowledge
- Google Workspace support knowledge
- Great communication and typing skills
- Ability to lift at least 50lbs

How to Apply

- Prepare a one-page cover letter naming the title of the opening and including a brief introduction, Christian testimony, church involvement and outline of your key attributes that you feel reflect your suitability for this position
- Prepare an up-to-date resume, listing all personal contact information, contact details of three references (who we will only contact after confirming with you), detailed educational credentials, and relevant work experience
- Submit your cover letter and resume to BCSemployment@bcsk12.org
- Select candidates will be asked to complete an online application by invitation only

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