

PORTSMOUTH CHRISTIAN ACADEMY

DOVER, NEW HAMPSHIRE



IT Level 1 Technical Support

Position Summary

Portsmouth Christian Academy (PCA) is a large, nondenominational Christian school located in Dover, NH.

The IT Level 1 Technical Support person serves as the first point of contact for staff and students seeking technical assistance on hardware and software related issues. This person must be adept at basic troubleshooting and problem-solving to diagnose problems, capable of repairing hardware, experienced at updating software applications, and assisting end-users on the use of various hardware systems and software applications. Additional duties include the maintenance of accurate inventory records, documentation of ticket resolution within a help-desk system, assisting with the installation, configuration, and maintenance of computers, workstations, laptops, and other related peripherals common in a 21st Century classroom, providing routine support for and monitoring systems to ensure operating systems are up to date. This individual maintains current knowledge and research with respect to technology, equipment, applications, and systems in an educational environment. Basic networking skills are preferred but not required.

To apply for this position, please complete a staff application found on the employment page of our website (pcaschool.org). For more information or to submit a completed application, please email humanresources@pcaschool.org