

# PORTSMOUTH CHRISTIAN ACADEMY

— AT DOVER —



## IT Level 1 Technical Support Position Summary

**Portsmouth Christian Academy** is a large, nondenominational Christian school located in Dover, NH.

We are looking to hire an IT Technical Support person serves as the first point of contact for staff and students seeking technical assistance and performs remote troubleshooting through diagnostic techniques and pertinent questions. The Support person determines the best solution based on the issue and details provided by users.

Additional areas of focus will be: overall cyber security and safety of the students, staff, infrastructure and information across campus and in the cloud. This will include subscribing and responding to appropriate security bulletins which provide alerts to critical Application, Operating System and infrastructure vulnerabilities. Additionally, the technical support person will monitor infrastructure vulnerabilities in all classes of devices and services including: PCs, Servers, Firewall, Access Points, Switches, Video systems and IOT devices.

Please visit our website ([www.pcaschool.org](http://www.pcaschool.org)) for more information about PCA or to download a PCA application.

To apply for this position, please complete a staff application found on the employment page of our website ([pcaschool.org](http://pcaschool.org)). More information is available by emailing [humanresources@pcaschool.org](mailto:humanresources@pcaschool.org)