



# THE KING'S ACADEMY

**Job Title:** Information Technology Specialist  
**Job Status:** Full-Time, 12 Months  
**Exempt Status:** Exempt  
**Department:** Information Technology  
**Reports to:** Information Technology Director

## **Job Summary**

The primary responsibility of the IT Specialist is being a point of contact to provide technical support for all IT related matters. The position also provides support and administration of all IT networks and systems.

## **Essential Job Functions**

### **Technical Support**

- Respond to help desk requests in a timely manner
- Troubleshoot reported problems
- Provides end-user technical support and desk-side assistance.
- Communicate professionally and ensure end-user satisfaction
- Maintain existing and run new Ethernet/Fiber cabling
- Monitoring hardware, software, and system performance metrics and responding to alarms in a timely manner
- Provide support to students and parents as needed
- Install, maintain and troubleshoot:
  - Network infrastructure (servers, switches, access points, etc)
  - Wireless infrastructure and Mobile Device Management system
  - Server and client operating systems

### **Documentation & Training**

- Create, update, and maintain IT documentation including, but not limited to, network infrastructure and IT processes
- Individualized hands-on training
- Department specific training

## **Qualifications**

### **Education and Experience**

- Bachelor's or Master's degree (in a computer-related field)
- 5+ years experience as an IT Specialist preferably in a school setting
- Industry standard certifications (e.g. Cisco, Microsoft, ITIL, Google, etc.)

### **Specialized Knowledge**

- Database systems: ability to maintain and troubleshoot the school's Student Information System (SIS)
- Scripting and programming languages

- DNS, DHCP, Active Directory
- Application support
- Client/Server operating systems (e.g. Mac, Windows, Linux)
- Network design and administration
- Google Workspace

### **Skills and Abilities**

- Excellent written and verbal communication skills
- Automation and process improvement skills
- Strong leadership qualities and mentoring skills
- Proficient with Microsoft Office, Google Suite
- Ability to learn new computer software systems
- Able to work both independently and in a team setting
- Security conscious

### **Core Characteristics**

- Commitment to loving and serving Jesus Christ
- Strong time management skills and the ability to manage multiple projects at a time and meet strict deadlines
- High emotional intelligence
- Positive, flexible, resourceful and solution-oriented
- Must be active in a local Christian body of believers or at least pursuing community with other Christ-followers
- Must have compatible theology on significant issues of TKA's Statement of Faith and Lifestyle Agreement

### **Working Conditions & Physical Requirements**

- Required to use the computer throughout the day
- Work will be performed from the campus
- Will move throughout the campus during the day
- May occasionally have to lift up to 30-pounds, climb ladders and work under desks
- Work is generally performed **year-round from 7am to 3:30pm or 7:30 a.m. to 4:00 p.m.**
  - This position will occasionally require you to work nights, weekends and overnights (for trips/events). As much advance notice as possible will be provided.

### **Please Note:**

*Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time; therefore, this job description is subject to change.*

**To apply for this position, please [click our application link](#) to be redirected to our recruiting website.**