

IT Assistant Role Summary: Cary, North Carolina, USA

The IT Assistant is responsible to provide level one support to TWR staff in their use of computers and approved software and to set up and deploy PCs and/or Macs.

Core Competencies:

- ✓ Commitment to Jesus Christ as evidenced by a personal relationship
- ✓ Excitement about being involved in full-time missions and willingness to develop a team of prayer and financial partners
- ✓ Good analytical and problem-solving skills; enjoy working with challenges
- ✓ Strong interpersonal skills to collaborate effectively in a cross-cultural setting
- ✓ Able to manage multiple priorities and meet deadlines
- ✓ Effective verbal and written communication

Responsibilities:

- ✓ Provide level one helpdesk support to TWR global users
- ✓ Deploy PCs, Macs, and other approved equipment and software
- ✓ Actively participate on global team of helpdesk support agents to develop best practices for supporting TWR global users

Desirable Qualifications:

- ✓ Technical degree in computer support or equivalent experience
- ✓ Training in customer service or equivalent experience
- ✓ Proficient in the use of office productivity software MS Word, Excel, PowerPoint, SharePoint and Teams
- ✓ Experience with general IT concepts such as networking, PC setup and support, Mac setup and support, Office Productivity Software, etc.
- ✓ Experience in troubleshooting end user computer issues
- ✓ Familiar with storage technologies
- ✓ Speak, read, write, and comprehend English fluently