

## Help Desk Support

Reports to: This position will report to Ron Young, department head of IT/Media/Production.

Hours: 8:00 AM – 5:00 PM Monday – Friday at our Broken Arrow Oklahoma office.

### Responsibilities and duties:

- Monitor and respond quickly to incoming requests related to IT issues.
- Maintain computer systems and act as support if any system goes down.
- Responsible for PC's, Printers, Servers, and related equipment (monitor, keyboard, mouse, hard drive, etc).
- Maintain user PCs, including upgrades and configuration as needed.
- Assist with onboarding of new users.
- Keep inventory of all equipment, software, and license users.
- Install, configure, and upgrade PC software.
- Customer service concerning digital download issues.

### Qualifications:

- General awareness of computer systems, PC repair, and network management
- Resourcefulness and quick-thinking nature to troubleshoot new and critical technical issues as they arise.
- Ability deploy, configure, and support operating systems on desktop and mobile
- Understanding and appreciation for information security within systems and user devices.
- Strong drive to provide excellent customer service and experience, with an awareness of prioritization of tasks, stakeholders, budget, and time.
- Must have competent communication skills (both written and spoken)
- Competency with Microsoft Word and Excel is necessary
- Should be self-motivated and teachable

### Interested?

If you would like to apply, please email your resume to [employment@renner.org](mailto:employment@renner.org) with two references- one employment reference and one personal reference (family/friend/church). In your email be sure to indicate which position you are applying for as well as who referred you to our ministry.

Thank you for taking the time to consider working with us at RENNER Ministries. Feel free to browse our website ([Renner.org](http://Renner.org)) or our Renner Ministries YouTube channel to learn more about Rick and Denise and what this ministry is doing around the world.