



Agape International Spiritual Center  
IT HELP DESK SPECIALIST  
Position Description

**Job Title:** IT Help Desk Specialist  
**Reports To:** Chief Financial Officer  
**FLSA Status:** Non-Exempt

**Summary:** Responsible for providing technical assistance and support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, trouble-shoots and isolates problems, and determines and implements solutions.

**Essential Duties and Responsibilities** include the following. (Other duties may be assigned.)

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- Respond to requests for technical assistance in person, via phone, electronically
- Maintain daily performance of computer systems
- Respond to email messages from those seeking help
- Install, modify, and repair computer hardware and software
- Clean up computers
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems
- Install computer peripherals for users
- Follow up with user to ensure issue has been resolved
- Run reports to determine malfunctions that continue to occur
- Inform management of recurring problems
- Stay current with system information, changes and updates
- Run reports specific to website metrics
- Participate in web presence updates, design and delivery
- Must be proficient with Mac & PCs
- Experience with Audio & Visual Equipment a Plus

**Education and Work Experience:** Bachelor's degree preferred. Working knowledge of fundamental operations of relevant software, hardware and other equipment; related experience and training in troubleshooting and providing help desk support.

**Knowledge and Skills:** General knowledge and demonstrated experience with office management; knowledge of the organizations and operations of administrative programs; ability to establish and maintain effective relationships with other management staff, employees, and the general public; ability to present facts and recommendations effectively in oral and written form.

**Qualifications:** To perform this job successfully, this individual must be committed to the mission, philosophy and vision of the AISC. This person will be privy to sensitive and confidential information;

therefore, this person must adhere to the AISC Standards of Conduct. This individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Strong communication, presentation, and organizational skills are a must, as well as established experience with development, sales or sponsorship. Special events experience is a plus. Must be able to multi-task in a fast paced environment, and be willing to work evenings/weekends as necessary. Should be active in one community based organization as well as one professional association. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Skills:** Ability to read and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, board members, families and the general public.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel; talk or hear. The employee is frequently required to sit. The employee must frequently lift and/or move up to 25 pounds.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, must be available to work irregular hours, shifts, weekends, holidays. The noise level in the work environment is usually moderate.

Equal Opportunity Employer

**Job Announcement Open Period:** Open until filled.

**Contact:** Administrative Office  
Agape International Spiritual Center  
5700 Buckingham Parkway  
Culver City, California 90230

**HOW TO APPLY**

Application packages will be accepted electronically at: [jobs@agapelive.com](mailto:jobs@agapelive.com) or via U.S. Mail at the above listed address. We WILL NOT accept application packages that are forwarded by facsimile transmission. No phone call please.

## **REQUIRED DOCUMENTS**

The following documents are required to complete the application package and must be provided by the closing date of this announcement:

**Resume** – Your resume may be submitted in any format. Your resume must clearly describe your relevant experience, including participation in at least one community based organization and professional organization. For qualifications determinations your resume must contain hours worked per week and the dates of employment (i.e., hour per week and month/year to month/year or month/year to present). Resumes that do not contain this information may be considered as insufficient and applicants may not receive consideration for this position.

**References** – You must list at least one reference, with current contact information.

**Transcripts** – If qualifying based on education your transcripts will be required as part of your application.

## **WHAT TO EXPECT NEXT**

If you provided an email address, you will receive an email message acknowledging receipt of your application. Your application package will be used to determine your eligibility and qualifications for consideration. If you are determined to be ineligible or not qualified, your application will receive no further consideration.

If you do not provide an email address, you are responsible for checking status updates and notifications. Hard copy notifications will not be sent.

Once a determination has been made that you meet the qualifications for this position, a member of the Hiring Committee will contact you with further instructions.