



WESTMINSTER CHRISTIAN ACADEMY

237 Johns Road/Huntsville, AL/35806

JOB TITLE: IT Specialist

SUMMARY

The IT Support position is responsible for providing day-to-day technology support for faculty, staff, and students at Westminster Christian Academy. This role ensures that all devices, classroom technology, and user systems function reliably to support instruction and school operations. This position serves as the primary on-site technology resource and coordinates with the school's third-party IT provider for network management, cybersecurity, and infrastructure support. The IT Support Manager plays a critical role in ensuring a seamless technology experience across both campuses by delivering responsive service, maintaining equipment, and supporting staff in the effective use of technology.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Help Desk & User Support

- Serve as the first point of contact for all IT support requests
- Troubleshoot and resolve hardware, software, and user issues in a timely manner
- Manage help desk ticketing system and prioritize requests appropriately
- Provide in-person, email, and phone support for faculty, staff, and students
- Set up and support classrooms, including projectors, displays, sound systems, and devices
- Support school events requiring technology (presentations, AV setup, etc.)

Device & Equipment Management

- Deploy, configure, and maintain staff and student devices (laptops, desktops, tablets)
- Manage inventory of all technology equipment across both campuses
- Perform routine maintenance, updates, and troubleshooting of devices
- Coordinate repairs and warranty service with vendors
- Maintain printers, copiers, and classroom technology

User Account & System Support

- Manage user accounts, passwords, and permissions across school systems
- Support onboarding and offboarding of employees (device setup, access, etc.)
- Assist staff with systems such as Blackbaud, email, file storage, and other school platforms
- Ensure staff have the tools and access needed to perform their roles effectively
- Basic updates to website via Wordpress

Vendor Coordination

- Serve as the primary liaison with the outsourced IT provider
- Escalate network, server, and security issues to the third-party provider
- Coordinate on-site visits and ensure timely resolution of escalated issues
- Track open issues with vendors and hold them accountable for service levels

Classroom & Instructional Support

- Assist with setup and troubleshooting of instructional tools and platforms
- Ensure classrooms are technology-ready each day
- Provide basic training and support for faculty on technology tools

Technology Setup for School Operations

- Support Admissions, Development, Marketing, and administrative teams with technological needs
- Assist with setup for events, testing, presentations, and school-wide activities
- Coordinate with Westminster Presbyterian Church for Technology needs regarding use of sanctuary

Spiritual & Cultural Alignment

- Support Westminster Christian Academy's mission and values in all interactions
- Demonstrate professionalism, service, and a Christ-centered attitude
- Build positive relationships with faculty, staff, students, and families

QUALIFICATIONS

Education & Experience

- Associate's or Bachelor's degree in Information Technology or related field (preferred)
- 3–5 years of hands-on IT support experience
- Experience in a school or service-oriented environment preferred

Skills & Competencies

- Strong troubleshooting and problem-solving skills
- Excellent customer service mindset (patient, responsive, helpful)
- Ability to communicate clearly with non-technical users
- Organized and able to manage multiple requests simultaneously
- Basic understanding of networks and systems (for vendor coordination)
- Proficiency with Windows, Google Workspace, Chrome OS, and Microsoft 365

POSITION CLASSIFICATION

- Full-Time, 12-Month Employee
- Non-Exempt or Exempt based on experience