



The RIDGE Project, Inc.

Company Profile: The Ridge Project, Inc. is an industry leader in the human services field. Founded in 2000 as a faith-based, Christian, non-profit, The RIDGE Project specializes in Youth Intervention, Fatherhood, Healthy Relationship, Healthy Family, and Workforce Development services. We currently operate throughout the state of Ohio. Through our unique and cutting edge programs, we seek to end generational cycles of family disintegration by training clients to have strong, healthy and permanent marriages, and to be responsible citizens and role models in their schools, families and/or communities. We are rapidly expanding the scope of our services, and are seeking well-qualified individuals who are passionate about strengthening families.

Job Title:

Helpdesk Support Technician

Date

5-19-2014

Job Description:**1 | SUMMARY OF FUNCTIONS:**

The Helpdesk Support Technician will work under the direction of the Network and Systems Administrator. Helpdesk Support Technician will assist all departments of the RIDGE Project with their IT needs. Specific duties and desired qualifications are listed below.

2 | MAJOR DUTIES AND RESPONSIBILITIES:

- To provide end user support in all areas, including but not limited to:
 - Email support (exchange, outlook, imap)
 - Desktop/laptop repair, setup, maintenance
 - Cell phone Support (iOS, Android, Windows Phone 8)
 - Software Support
 - MS Office
 - Operating Systems (Windows 7, Windows 8, Mac OS X)
 - Misc. Internal and Third Party Software
 - Office/Digital Phone Support
 - Audio/Video Equipment
 - Mixers, Gates, Amps, Wired/Wireless Mics
 - Setups and Support
 - Printers
- To perform regular maintenance on infrastructure. Including but not limited to:
 - Windows Server (2008 R2, 2012, Exchange, Office365)
 - FreeBSD, Linux, and LAMP Environments
 - Managed Network Equipment (802.1x Authentications, VLANs, Teaming, Bridges)
 - Digital and IP Phone System
 - Citrix XenServer, VMWare Virtualization
- To conduct research and advise the Network and Systems Administrator in the area of Information Technology.
 - Evaluates and recommends changes to current and future software needs and implementations.
 - Test, plan and implement the software infrastructure upgrades and installs
 - Evaluate and recommend standard procedures, best practices, and new implementations to stay current with ever changing it needs
- May be called on to assist Network and Systems Administrator with Web development and internal programing development. Including but not limited to:
 - PHP
 - MySQL
 - Crystal Reports/Crystal Server
 - SharePoint Sites
- Maintain detailed and accurate inventory of hardware, software, licensing, and service contracts.
- Maintain physical network and infrastructure. Including but not limited to:

- Cat5/6 Network Cables, Patch Panels, Switches
- Wireless Bridges, AP's, Antennas
- Perform other duties as required or as assigned

3 | ORGANIZATIONAL RELATIONSHIPS:

Reports directly to the Network and Systems Administrator

Job Location:	Northwest Ohio	Company Industry:	Not for Profit, Ministry
Job Role:	Computer/IT support	Joining Date:	Immediate Need
Employment Status:	Full-time	Employment Type:	Employee
Yearly Salary Range:	\$	Manages Others:	No
Number of Vacancies:	1	Other:	
Skills:			
<ul style="list-style-type: none"> • Must demonstrate a lifestyle consistent with the principles and goals of the Project. • Must adhere to a strong conviction that healthy marriage produces healthy families and communities. • Must possess good organizational skills and ability to work with minimal supervision. • Must possess demonstrable computer and office machines skills. • Associates Degree preferred, but life experience may be considered. • Must be proficient in MS Office Applications such as Word, Excel, PowerPoint, among others. • Must have a thorough understanding and demonstrated experience with all facets of Computer and IT support, including but not limited to email, phones, Smartphone's, network security, Virtual Hypervisors, Desktop Assembly, Wireless, VLANs and data protection/backups. • Must have experience working in windows domain environments, and knowledge and understanding of supporting and configuring Active Directory, Group Policy, PowerShell, Exchange, Windows Deployment and WSUS. • Must have understanding of programming languages and logic reasoning. Prefer PHP, MySQL, CSS, HTML, JavaScript, but demonstration of fundamental understanding from another language accepted. <ul style="list-style-type: none"> ○ Prefer direct experience with database programming. • Must be well organized with strong verbal and written communication skills • Must be flexible and able to respond quickly to changing job duties • Must have demonstrated experience troubleshooting and repairing PCs and Macs • Must have demonstrable strategic planning, creative problem solving and critical thinking experience. • Must possess a valid Ohio driver's license and proof of insurance. • The successful applicant must indicate that they agree with and will adhere to all policies of The RIDGE Project, Inc. 			
Career Level:	Entry-Level	Years of Experience:	1 -3 Years
Residence Location:	Northwest Ohio	Degree:	Associates Degree Preferred.
Please Send Application to:			
Name:	RIDGE Project, Inc	Email:	jobs@theridgeproject.com
Address:	J169 State Route 65	Country:	USA
City/State:	McClure, Ohio	Zip/Postal Code:	43534
Phone:	DO NOT CALL/DO NOT VISIT	Fax:	

Company Website:

www.theridgeproject.com