

IT Technician

Wildwood Health Institute is seeking a skilled and dedicated IT Technician to join our team. As a vital member of our campus community, the IT Technician will play a crucial role in ensuring the smooth operation of our IT systems for the Lifestyle Center, Center for Health Evangelism, Natural Food Market, Auto Shop and the other campus buildings/residences. The IT department also provides technical support to all faculty, staff, and students. If you are a proactive problem solver with excellent communication skills, we would like to hear from you.

Job Responsibilities:

- Install, configure, and maintain hardware and software components, in both indoor and outdoor locations of the campus.
- Diagnose and resolve technical issues in a timely manner.
- Collaborate with other IT professionals and vendors to ensure efficient operation of IT systems.
- Provide technical support for end-users, including faculty, staff, and students on a variety of IT-related matters.
- Assist in the development and implementation of IT policies and procedures.
- Keep abreast of advancements in technology and recommend upgrades as needed.

General Requirements

- Willingness to support the mission of the institution and to abide by its policies and guidelines as stipulated in the Institution's Policy Handbook.
- Knowledge of IT systems, software and infrastructure (Windows Client/server Networks, Microsoft Office Apps, Cloud Computing, POS Systems, Email, Printers, Projectors, Digital Signage, etc.)
- Proficiency in troubleshooting hardware, software, and network issues.
- Excellent communication and interpersonal skills.
- Ability to work independently and collaboratively.
- Ability to quickly learn and adapt to emerging technologies.
- Ability to work flexible hours, including weekends (under rare circumstances), to support after hours network operations.

Education & Training Requirements:

- Driver's license.
- Completion of a Medical Missionary Course or willingness to participate in training.
- Associate's degree or equivalent experience in Information Technology, Computer Science, or related field.
- Relevant certifications (CompTIA A+, Microsoft Certified IT Professional, etc.) a plus.

Physical Demands & Working Conditions:

- Ability to lift 25-50 lbs.
- Ability to work in tight and enclosed spaces such as crawl spaces or attics.
- Ability to work in hazardous conditions, such as working on ladders and in high places or in proximity to moving mechanical parts and electrical current.