



IT Coordinator (Full Time)

Summary Job Description

The Covenant Day School IT Coordinator is responsible for providing frontline technical support, managing core IT systems, maintaining end-user devices, and ensuring reliable connectivity across the organization (Covenant Day School and Christ Covenant Church) in support of the missions of the school and church. This role requires strong problem-solving skills, excellent customer service, and an ability to support a wide range of hardware, software, and network technologies. The IT Coordinator works closely with staff, faculty, and students to resolve issues efficiently and to maintain a stable and secure technology environment. Reporting to the campus IT Director, the role is full-time, hourly (non-exempt) and serves through the full calendar year.

At Covenant Day School, our vision is to transform hearts and minds for the glory of Jesus Christ. We desire to carry out this vision as a unified and diverse covenant school community that seeks to love the Lord with heart, soul and mind, love our neighbor as ourselves and demonstrate the “more excellent way” that only comes through the gospel of Jesus Christ. We are committed to welcoming one another, to striving to honor each other consistently, to walking in humility toward one another, and to examining the Scriptures with one another.

Essential Functions and Responsibilities

Duties Include:

Technical Support & Help Desk

- Provide remote support using TeamViewer and other remote-assistance tools.
- Deliver timely desktop support through the Spiceworks ticketing system.
- Diagnose and repair laptops, desktops, and peripheral devices.
- Support printing environments, including Canon printer fleet and individual printers.
- Assist with email account troubleshooting on computers and mobile devices.

Hardware & Device Management

- Perform computer hard-drive imaging and deployment of new systems.
- Maintain accurate inventory of computers, devices, and IT assets.
- Support and maintain faculty equipment including projectors, document cameras, and classroom technology.
- Partner with educational leaders in the management of Chromebooks and other school-owned devices.
- Provide connectivity support for student devices and student printers.

Software & Application Support

- Provide assistance for:
 - Adobe Acrobat and Adobe Creative Suite
 - Microsoft Office 365 (Word, Excel, PowerPoint, Outlook, Teams)
 - OneDrive and cloud-based file storage
- Troubleshoot application installations, updates, and configuration issues.
- Partner with educational leaders in troubleshooting more complex issues or integration challenges that may come up with the school’s use of Google Classroom.

Display & Classroom Technology

- Support ViewSonic, SmartPanel, and other instructional display systems.
- Troubleshoot connectivity, calibration, input devices, and panel-related software issues.



Network & Connectivity

- Provide support for faculty/staff, student, and guest wireless networks.
- Assist with access point maintenance and troubleshooting.
- Support server connectivity issues for users and devices.
- Assist users with VPN configuration and connectivity.
- Provide basic support for Polycom telephony systems.

Directory Services & Account Management

- Create and manage user accounts within Active Directory.
- Assign group memberships and manage user access rights.
- Perform password resets and assist with authentication issues

Qualifications

- Committed follower of Jesus Christ with a heart for serving others in a Christian learning environment.
- Demonstrates professionalism, initiative, integrity, confidentiality, and a teachable spirit.
- Strong interpersonal, communication, and customer service skills with the ability to work collaboratively and independently.
- Able to manage multiple priorities, work effectively under pressure, and navigate conflict respectfully.
- Bachelor's degree required.
- 2+ years of experience in desktop support, help desk operations, or a related IT role.
- Working knowledge of Windows operating systems, Microsoft 365, hardware repair, imaging, and device deployment.
- Basic networking knowledge, including Wi-Fi, VPN, DHCP, and DNS concepts.

Preferred Qualifications

- Experience supporting classroom or instructional technology.
- Familiarity with Active Directory administration and ticketing systems (Spiceworks preferred).
- CompTIA A+, Network+, or similar certifications.

Work Environment & Physical Requirements

- Full-time on-site role with occasional after-hours or weekend support as needed.
- Must be able to stand, crawl, climb and lift and carry up to 40 lbs for equipment installations.
- Role requires moving between multiple campus locations outside.