



IT Support Specialist

Job Description

JOB TITLE: IT Support Specialist

RESPONSIBLE TO: Director of Operations

POSITION TYPE: Full-time

COMPENSATION: Commensurate with experience

DAYS & HOURS: Monday-Saturday, includes some evenings

NATURE AND SCOPE OF JOB:

DarusSalam Seminary is seeking an energetic and dedicated individual to serve as a full-time IT Support Specialist. Your work will have a direct impact on students of knowledge, as well as our congregation and listeners around the world!

QUALIFICATION AND EXPERIENCE:

- High school diploma, GED, or equivalent
- Prior information technology or systems administration experience preferred Past industry experience

JOB DESCRIPTION AND RESPONSIBILITIES:

The job description and responsibilities of the IT Support Specialist include, but are not limited to the following:

- Install, configure, and maintain hardware and software to ensure optimal performance
- Serve as the initial point of contact for diagnosing and troubleshooting a wide range of software, hardware, network, and other issues, and escalate issues when appropriate
- Handle an average of 40 phone calls and emails daily, efficiently prioritizing and resolving issues
- Add setup, breakdown, storage, and inventory of event equipment.
- Coordinate and manage work being done by vendors and contractors
- Create documentation of procedures for user training
- Work cooperatively with key team members and upper management
- Oversee daily functions to ensure all operations were performing optimally
- Record events and problems and their resolution in logs

Submit your resume and three professional references to:

office@darussalamfoundation.org

DarusSalam Seminary

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