



## **Topeka Rescue Mission Ministry Position Description**

**Position Title:** IT Assistant- Part time  
**Location:** 601 NW Harrison  
**Reports to:** Director of Strategic Development

### **GUIDING VERSE**

“For God gave us a spirit not of fear but of power and love and self-control.” - 2 Timothy 1:7

### **SUMMARY OF RESPONSIBILITIES:**

The Part-Time IT Assistant supports the IT department by assisting with inventory management, responding to IT support tickets, setting up workspaces for new hires, and contributing to the daily operations of IT services. This position also plays a key role in ensuring a seamless experience for staff with technology-related issues and setups. Along with all other ministry positions, there is an expectation of sharing the love of Jesus Christ with the guests and visitors of the Topeka Rescue Mission.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

- Manages and maintains an accurate inventory of IT equipment, including computers, software, and peripherals.
- Assists with tracking the status of hardware, ensuring timely repairs and replacements as necessary.
- Responds to IT support tickets, providing technical assistance with software and hardware issues, and escalating more complex issues when needed.
- Prepares workstations for new hires, including the setup of computers, software installations, and user account configurations.
- Provides basic training for new hires on IT systems and company tools.
- Supports day-to-day IT operations, including equipment maintenance, updates, and troubleshooting.
- Assists with setting up IT equipment for meetings or events as requested.
- Maintains accurate logs and documentation for IT support requests, resolutions, and inventory updates.
- Provides friendly and efficient customer service to staff regarding technical needs and issues.
- Assists with other IT tasks and projects as directed.

**EDUCATION AND EXPERIENCE:**

1. High school diploma or completed GED.
2. Experience in IT support, inventory management, or technical troubleshooting is preferred but not required.

**SKILLS, KNOWLEDGE AND ABILITIES:**

1. Basic understanding of computer hardware, software, and networks.
2. Familiarity with operating systems such as Windows and MacOS, and productivity software such as Microsoft Office and Google Workspace.
3. Strong attention to detail and organizational skills.
4. Excellent interpersonal communication skills and a team-oriented attitude.
5. Ability to work independently and manage time efficiently.
6. Maintain confidentiality of sensitive information
7. Problem-solving mindset and a willingness to learn new IT systems and tools.
8. Other duties as assigned.

**LICENSES AND CERTIFICATIONS:**

1. Valid Driver's License required.

**WORKING CONDITIONS & PHYSICAL REQUIREMENTS:**

1. Ability to lift and move IT equipment, such as computers and monitors, weighing up to 40lbs.
2. Ability to sit or stand for extended periods of time.
3. Ability to move between different areas of the office or workspace, including different buildings, to assist with setup and troubleshooting.
4. Ability to work in environments with varying temperatures, including air-conditioned offices and server rooms.