



Job Opportunity

IT Support Front Desk

Location	Stafford, Texas
Department	IT
Supervisor	Manager of IT Support
Type	Full time, hourly, Non-Exempt

JOB PURPOSE

The IT Support Front Desk position performs Tier-1 and Tier-2 end-user support. This position has frequent interaction with end-users and other technical staff (Cloud Admin, etc.). This role also requires the triaging of tickets coming into the global helpdesk. In addition, this position is responsible for carrying out daily front desk functions. The balance between IT functions and front desk functions will be at an 80/20 split.

CORE CHARACTERISTICS

These principles guide and identify us as colleagues and representatives of Living Water:

- Honor God
- Develop People
- Pursue Excellence
- Be Good Stewards

KEY TASKS AND RESPONSIBILITIES

- Triage Help Desk tickets in the current ticketing platform.
- Provide Tier-1 support for remote and on-premises users.
- Act as the main point of contact for On-Site headquarters support during business hours.
- Provide on-site support for video conferencing and events.
- Crosstrain in cybersecurity functions.
- Acts as the sole point of contact for on-site inventory responsibilities.
- Acts as the sole point of contact for all IT domestic shipping functions.
- Efficiently handle incoming mail and packages, including receiving, opening, and distributing accordingly, and update mailing addresses as appropriate.
- Assemble packages for shipping, create labels, liaise with suitable shipping providers, and gather necessary shipping information as appropriate.
- Answer phone calls to Living Water Mainline and forward calls to the responsible party
- Vigilantly oversee and upkeep the organization's email communications for info@water.cc
- Welcome and courteously assist all guests and visitors.
- Monitor and order Office Supplies.
- Take outgoing mail to the Post Office as needed.
- Book local hotel stays.
- Purchase and Distribute Office Catering.

- Operate forklift as needed.
- Other duties as assigned.

EDUCATION / EXPERIENCE / SKILLS

- Bachelor's degree with an IT-related minor or equivalent experience
- Minimum 1 year of relevant work experience
- Understanding of CompTIA A+/Network+ Hardware and Software concepts
- Understanding of networks and operating systems
- Proficiency in Microsoft Office products
- Knowledge of documentation techniques, shipping logistics and inventory management
- Excellent oral and written communication skills
- Excellent organization skills and ability to troubleshoot
- Effective Time Management
- Customer-focused orientation
- Ability to multi-task, work independently and problem-solving

More about Living Water

Living Water International exists to demonstrate the love of God by helping communities acquire desperately needed clean water and to experience “living water”—the gospel of Jesus Christ—which alone satisfies the deepest thirst. We mobilize churches and communities through water access, sanitation, and hygiene (WASH) interventions to increase the physical, spiritual, and social wellbeing of the most vulnerable in communities around the world. With over 300 global staff, we currently work in 15 countries and have provided access to safe water to nearly 6.5 million people.

We Offer

- Competitive compensation package
- Opportunities for professional training & development
- Spiritual care and formation program
- Casual dress code

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