

Job Title: IT Support Specialist
Reports to: Director of Finance & IT
Classification: Non-Exempt
Status: Part-Time

SUMMARY

The IT Support Specialist provides technical assistance and support for a mixed Windows/Apple environment at Faith Church (FC). S/he is responsible for the management and maintenance of IT assets. S/he assists the Director of Finance & IT with various IT projects.

ESSENTIAL DUTIES

Technical Support

- Provides Tier 1 technical support for staff and ministries
- Provides support for Windows, MacOS and iOS devices in a MS365 environment

Church Management Software

- Serves as an administrator for the church's management software – Planning Center Online

IT Asset Management

- Handles the deployment, identification, recovery, and recycling of hardware and IT assets
- Maintains an accurate inventory of IT equipment

General IT Projects

- Collaborates with the Director of Finance & IT on projects related to infrastructure improvements and upgrades
- Provides technical assistance for church initiatives regarding IT systems

Other Duties

- Performs other relevant duties as assigned

REQUIREMENTS, SKILLS, AND EXPERIENCE

Spiritual

- Mature and growing relationship with Jesus Christ
- Lives an exemplary life based on clear Biblical principles
- Supports Faith Church Core Beliefs, Core Values, and Purpose Statement

Personal

- Values team unity
- Approachable, teachable, personable, flexible, and resourceful
- Self-motivated and well-ordered in personal life
- Empathetic and exhibits the fruit of the Holy Spirit
- Represents Jesus Christ and Faith Church in a positive, friendly, and winsome way

Professional

- High school diploma, *IT certifications preferred*
- Experience with Window and Apple hardware and operating systems

- Working knowledge of content management systems (CMS) or church management systems (ChMS) or willingness to learn
- Working knowledge of MS365 applications and environments
- Strong troubleshooting and problem-solving skills under pressure
- Willingness to learn new systems and technologies
- Ability to work independently and as part of a team

TIME COMMITMENT

15 hours per week, including occasional Sundays

SUPERVISORY RESPONSIBILITY

No direct reports

PHYSICAL DEMANDS

This role combines sedentary and active tasks, including working at a computer, moving light-to-medium weight IT equipment, going to users' offices, and may include climbing on a ladder or kneeling on the floor. Also, this role requires vision abilities.

WORK ENVIRONMENT

This job operates in an office environment. This role routinely uses standard office equipment such as computers, phones, and photocopiers/ printers.

OTHER DUTIES

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

SIGNATURE

Employee signature below constitutes employee's understanding of the essential functions, requirements, and duties of the position.

Employee_____Date_____