

Rolling Hills Covenant Church

Job Description

Title Information Technology Administrator		Reports to: Business Administrator	
Department Business Office	Effective Date June 16, 2021		Supersedes Date February 1, 2014 September 17, 2002 May 23, 2018
Personnel Commission Signature		Human Resources Signature	Date June 16, 2021
Our Vision: Valuing our strategic international location, our passion is to be a church family of committed disciples of Jesus as diverse as our community, who reflect the beauty and love of Jesus, and who urgently takes the Gospel of Jesus to our neighbors and to the nations.			

I POSITION SUMMARY

The Information Technology Administrator leads in the areas of IT project development and management, staffing, and budget and will have increasing responsibilities to support RHCC's ministry through technological advancements. S/he provides responsive service enabling RHCC staff, elders, and volunteers to work with maximum efficiency in their areas of ministry. The position also oversees the day-to-day operation of all IT systems including workstations and peripherals.

II PRINCIPLE DUTIES AND RESPONSIBILITIES

- An eager willingness to provide both direct and in-direct (via designees) end-user support for desktops and laptops (both Mac and Windows), Google Apps, SQL server databases, (cloud-based) VoIP systems, RHCC Financial software, and Rock RMS
- Analyze the complex ministry and business needs of RHCC and recommend technical solutions
- Oversee and perform end-user support for all staff and elders for RHCC and the RHCC Preschool
- Work collaboratively with other departments, stakeholders, and vendors in evaluation and implementation of technical solutions. A strong ministry partnership and immediate support will be essential with those departments responsible for launching RHCC's new website, those who desire to implement new software to enhance and improve internal communication and collaboration, and those who are endeavoring to more fully utilize ShelbyNext (see attached First Year Ministry / Staff Plan)
- Create, maintain, and enforce standards and procedures for IT systems
- Perform systems administration reviews of all IT components and makes recommendations on users' needs reporting on deficiencies and needed upgrades
- Direct the workload and training programs for the part-time IT staff

- Maintain a system log by date and category of changes, failures, maintenance and corrective procedures applied to the system
- Maintains a log of seller visits for any purpose
- Monitor and maintain the established file back-up system
- Maintain the computer system via telecommuting, if necessary
- Principle duties and responsibilities include, but are not limited to:
 - Network Infrastructure
 - Switches/Routers/VLANs
 - Firewalls/VPNs
 - WiFis
 - VPN
 - Security Scanning (PCI Compliance)
 - Build the Windows Domain Controller infrastructure for full Mac & PC functionality on the network
 - JAMF for Mac Management
 - Mac & PC desktop/laptop support
 - The Rock RMS Church Mgmt. Software and related modules
 - User Account and Security Level Management
 - Microsoft Active Directory
 - Microsoft SQL Server
 - CMS Software
 - Cisco Wireless LAN
 - LANSweeper
 - PoE Camera Surveillance
 - VoIP Phone System
 - Copier/Printer interfacing
 - WSUS Windows Patch Mgmt.
 - Solarwinds Management software
 - Adding and Administrating Cloud-based storage systems where advantageous in addition to Network Storage and Backups
 - Audit IT Security Systems

III GENERAL DUTIES AND RESPONSIBILITIES

Supports the RHCC Purpose Statement, Vision Statement and Core Values in the following ways:

- Spiritually mature as evidenced by observable walk with Jesus Christ as Lord and Savior.
- Commitment to the Bible as God's Word and the authority for Christian living above the values of tradition and culture.
- Commitment to the intentional cultivation of the inner life through worship, study of the Word, and prayer.
- Dedicated to ministering to people in a warm manner that leads to a closer understanding of the sufficiency of Jesus Christ.

IV LEADERSHIP AND SUPERVISION

- Provides leadership and instruction to users of the system and manages part-time IT staff

V PERSONAL DEVELOPMENT

- Stays abreast of IT developments and enhancement for churches via journals and other trade publications
- Attends classes and seminars as necessary to improve knowledge and skills

VI SUPERVISION

1. Supervises: Volunteer and Part time IT staff
2. Supervisory Authority: Hire, evaluate, and discipline
3. Supervised by: Business Administrator

VII EDUCATION – EXPERIENCE – SKILL REQUIREMENTS

Bachelor's Degree in Management Information Systems preferred or comparable industry related experience. Five years minimum experience as a Systems Manager. Advanced oral and written communication skills. Ability to interface effectively with users. High degree of organizational ability.

Reviewed and Acknowledged

Signature

Date: