

JOB DESCRIPTION

POSTED: NOVEMBER 2020

Position: Technical Support Specialist

Job Summary

We're looking for a Technical Support Specialist to join our online engagement team and contribute immediately! You will have the opportunity to support the technology used by our staff, volunteers and attendees including but not limited our website, future intranet, hardware, and software. In addition, ensuring that our online services are streamed reliably and consistently each weekend. If you have great problem solving skills and customer service, then this may be the role for you!

Responsibilities

- Oversee all platforms for live streaming including the weekends, mid-week and special events as provided to you from the Creative Director
- Upload weekend services to all platforms timely and reliably (website, Facebook, YouTube). Build and solicit volunteer team support, as needed.
- Manage website taskforce to design church website and app
- Provide website and app governance via an intake process for updates and new releases
- Provides Technical Support to all staff, employees and volunteers during normal business hours and during services
- Troubleshoots technical issues, as needed (i.e. internet speed/outages, printers, software, etc.)

Reporting Structure

- Reports directly to Pastor, Online Engagement

Requirements

- Support the mission God has given Bethel Church Philadelphia Mills and willingness to live out the culture.
- Experience with running a live stream service via the internet
- Ability to communicate and work with vendors and suppliers for support (website provider, internet provider, etc.)
- Some web coding experience, but not required

Work Schedule

15-20 hours/week. Flexible schedule. In office only as needed.