

COMPASSION CHRISTIAN CHURCH JOB DESCRIPTION

Position Title	Department	Reports to
Help Desk Administrator	CENTRAL - Operations	Director of IT
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	05/17/2021 - cdb

POSITION SUMMARY

To further the mission of Compassion Christian Church by supporting all information technology mechanisms for all ministries, with a major focus on Help Desk Administration.

SKILL SET OF THE POSITION

- **SUPPORTER:** Intentionally seek ways to help ministries and staff succeed in their roles; exhibiting excellent customer service
- **INNOVATOR:** Constant cycle of review, improvising, and adapting systems and processes; develop and support global minded and future oriented IT mechanisms
- **EQUIPPER:** Train and equip volunteers and staff to use the systems that support their ministry effectively

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

Help Desk Administration

- Major focus in overseeing and responsible for Help Desk with the goal of responding to and closing out tickets with an appropriate level of urgency, while providing excellent customer service.
- Consult with end users to track problems and monitor performance to all hardware and software as required.
- Provide onsite and remote troubleshooting and problem solving, across all campuses, of all Client Systems, Server Systems, and Network Infrastructure issues that are reported through our Help Desk System.

Client Systems Administration

- Responsible for implementation of brand new and rebuild/refresh computers according to our Five Year Upgrade Plan.
- Administer and Manage Desktop PC's, Laptops, MACs, Printers, Scanners, Telephones, Peripherals, and Tablet/Smart Phone/BYOD (Client Systems).
- Install, configure and troubleshoot a variety of Windows and Apple Client Operating Systems, including Windows 10 and macOS Operating systems.
- Install, configure and troubleshoot a variety of application software including Chrome, MS Office Suites, and audio/video/graphic software, etc.

Server Systems Administration

- General Administration of server technology such as Active Directory, Microsoft Exchange, Church Management Database, File Servers, Print Servers, Terminal Servers, Antivirus Security Server, Windows Services Update Server, as well as other technology.
- General Administration of centralized cloud-based technology and services.
- Responsible for creating, deleting, and monitoring user access control and accounts.
- Perform and monitor backup/recovery according to the disaster recovery plan.
- Assist in the administration and troubleshooting of VMware's vSphere Virtual Infrastructure and EqualLogic's Storage Area Network (SAN).
- Monitor and troubleshoot network systems including Servers (Physical/Virtual), Switches, and Firewalls; as well as LAN/WAN/WLAN connectivity (Multi-Location).
- Assist the Systems Administrator responsible for Project Management in implementation and upgrades to network infrastructure hardware and software, as required.
- Maintain preventive maintenance logs and other documentation.
- Provide "on call" support during all church services and activities, as required.

Volunteer Leadership

- Oversee, recruit, train and provide leadership to volunteers within the Information Technology Ministry.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Minimum of a bachelor’s degree in Computer Science or Information Technology from an accredited college or university preferred. Consideration will be given to candidates having equivalent experience and demonstrated proficiency in field.
- Minimum of four (4) years’ experience in an Information Technology related field;
- Excellent skills in: Ability to understand information technology in a networked environment, including strong knowledge of architecture/infrastructure components of LAN/WAN network and of client/server operations. Candidate must exhibit excellent customer service skills. Oral/written communication, interpersonal relationships, organization, ability to multi-task, work in a team environment and independently, ability to read and interpret documents such as technical documents, policy, work instructions, etc...; ability to write routine reports and correspondence

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Will be called upon for lifting, pulling, bending, carrying, crawling, kneeling, and pushing as needed to set up for activities and events
- Operation of church vehicles

EMPLOYEE ACKNOWLEDGEMENT

All employees of Compassion Christian Church are at-will, as such, are free to resign any time without reason. Compassion Christian Church likewise, retains the right to terminate an employee’s employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of Compassion Christian Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.

My signature will acknowledge that I have read and understand the above Job Description. Further, I understand that this Job Description provides position essentials and the general duties, responsibilities, and specifications of the position; that it may be changed at any time to meet the needs of Compassion Christian Church; and, that it in no way constitutes an employment contract or otherwise alters my “employment at will” relationship with Compassion Christian Church.

Reviewed with employee by:

Signature: _____ Name (print): _____

Title: _____ Date: _____

Received and accepted by:

Signature: _____ Name (print): _____

Title: _____ Date: _____