

CHURCH OF THE CITY

Position Description

Title: IT Technician (Part-time role)
Department: IT
Reports To: IT Director

Summary:

Assist with daily operations, updates, implementations, support, and training (staff and volunteers) for designated Information technology and applications. Oversee daily IT ticketing and support requests and planned maintenance/upgrades to ensure customer expectations are met or exceeded. Provide systems administration for designated applications. Consistently maintain IT equipment with skill and excellence. Leverage technology to create value, productivity, and optimize the designated information technology and applications.

Required Competencies:

A successful candidate understands the COTC culture, is proactive, meets deadlines, maintains confidentiality, communicates effectively, performs tasks to ensure workflow runs smoothly, and possesses necessary relational skills (i.e., emotional intelligence, communication and conflict resolution) needed to navigate the needs and requests of the organization.

Essential Duties and Responsibilities (Other duties may be assigned):

- Oversee daily IT ticketing system requests and staff needs
- Promote and maintain effective IT/Telecommunication systems.
- Monitor IT infrastructure hardware and software for issues.
- Ensure IT infrastructure hardware and software are secure.
- Help staff successfully use their computer and equipment
- Troubleshoot, solve system problems and communicate outcomes to staff/key volunteers in a timely manner.
 - Respond within 24 hours; working on the resolution within 48 hours (acknowledging resolution may take more time).
- Connect and meet with needed staff, volunteers, and/or contractors regarding priorities and projects.

- Work with IT management to develop better processes and procedures
- Install new equipment, software, and processes for the designated IT scope,
 - Provide input on ministry-specific systems.
- Execute initiatives within the IT Designated scope as directed by the IT Director

Additional Competencies/Skills:

- People Skills
- Personal Computers (PCs, Macs)
- Mobile Devices (Tablets, iPads)
- Browsers, Word Processing, Spreadsheets, Presentation, and Drawing software
- Anti-virus, Anti-malware protection for PC/MACs
- Document storage and sharing
- Printers, Copiers, Scanners
- Office Phones
- Voice & Network (WLAN/LAN/WAN/Telephony/UCC) Services
- Computing & Storage (Servers, Database Services, Data Backup & Resilience)
- E-mail, Instant Messaging
- Audio, Web, and Video Conferencing
- Staff/Volunteer Care - IT Helpdesk (Central)
- Staff/Volunteer Care – Onsite IT help
- Passion for IT Infrastructure technology. Technical Capacity.
- Communication Proficiency, Teamwork Orientation, and Client Focus.
 - Passion for teaching others system basics.
- Ability to quickly learn, or thorough knowledge and previous experience with IT technology.
- Attend annual training/conferences to increase expertise/perspective.
- Basic understanding and monitoring of internet/communication connectivity at all churches.
- Problem Solving/Analysis.
- Time Management.
- Customer/Client Focus
- Ability to train others in a clear manner

Supervisory Responsibilities

None

Qualifications

A Christian in submission to the authority of the Scriptures and the Holy Spirit, as evident in lifestyle. Subscribes to and is in full agreement with the Church of the City's Statement of Faith. Represents and upholds the mission, vision, and culture of Church of the City by demonstrating a strong work ethic, positive attitude, and learning posture. Incumbent is willing to become a stakeholder of COTC within six months of hire.

The criteria listed below are representative of the knowledge, skill, experience, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Qualifications include but are not limited to:

Education: 2 Years of college and at least 2 years' experience with similar roles.

General Skills: Leverage technical competency while speaking to novices simply so that the client/staff/volunteer is encouraged and understands how to utilize it.

Must have general computer skills including a working knowledge of Microsoft Office; protects confidential information; knowledge of general business practices; strong organizational skills and high attention to detail; strong communication skills (written and verbal); ability to adhere to deadlines and execute on tasks and handle multiple, diverse assignments; effective time management skills; ability to work well in teams; demonstrated ability to be innovative and suggest changes/improvements within the scope of work; anticipate needs and create efficient and effective processes; self-motivated and takes responsibility/ownership of tasks; demonstrates flexibility and adaptability to changing situations; demonstrate a high level of customer service, friendliness, and etiquette consistent with the culture of the organization.

Experience: A satisfactory equivalent of education, training, and experience in related fields and/or educational disciplines, sufficient to qualify for the requirements of the position.