



**JOB TITLE: IT SYSTEMS COORDINATOR**

**REPORTS TO: DIRECTOR OF ADMINISTRATIVE SERVICES**

**JOB PURPOSE:**

The primary focus of this position is to serve the Lord and the body of Grace Covenant Church by providing technical support for the maximization of our church IT infrastructure to assist in the outreach of the Grace ministries. This position will perform both technical and administrative tasks to ensure functionality and efficiency of the church computer systems. It will also help users to understand, organize and leverage various software, internet applications, communication tools, security camera system and other ancillary software. This position will also train users on IT use and help troubleshoot user and infrastructure issues.

**THE IDEAL EMPLOYEE WILL:**

- Desire to grow in their personal relationship with Jesus Christ
- Possess a servant's heart with a personal desire to use gifts, abilities, and experiences to serve the Lord and others
- Hold an associates or bachelor's degree in Computer Science or related field; will also consider those who are actively completing degree in Computer Science fields
- Be teachable and have the willingness to grow and improve themselves and their skills
- Have integrity, be able to be trusted and maintain confidentiality when necessary; demonstrate consistent Christian character
- Be self-motivated to do his/her best to the glory of God in each task or responsibility
- Be committed to the Core Values and Statement of Faith of Grace Covenant Church
- Seek peace in relationships and apply peacemaking principles to resolve conflicts
- Display a kindness and willingness to help others

**COMPETENCIES:**

- Organizational skills to be able to manage multiple projects, to keep track of details and get back on track when interrupted
- Ability to self-manage workload and relationships to effectively accomplish priorities
- Ability to serve multiple clients by tending to big projects and small details
- Good communication skills both verbal and written with the ability to communicate technical issues in understandable ways
- Ability to maintain poise, patience, and effectiveness when faced with change, opposition or emergencies
- Demonstrated proficiency to use software, internet and technology to manage and accomplish responsibilities
  - 1+ years working knowledge with ChMS/CRM
  - Proficiency in Microsoft and Apple software products
  - Exchange and Active Directory experience a plus
  - IT help desk and troubleshooting experience with Mac and PC a plus

## **DUTIES AND RESPONSIBILITIES:**

- *Software & Database Systems*
  - Identify new opportunities for process improvement and develop strategies to address them
  - Be aware of trends and products to make recommendation to that will enhance our efficiencies
- *Staff Resource*
  - Train new and existing employees on the use of Grace's software and how best to utilize our software tools to support Grace ministries
  - Identify and train staff in best practices
  - Resolve and troubleshoot technical issues for staff members
  - Setup and manage email staff addresses and maintain Outlook distribution lists
  - Set up printer connections and load software updates on Mac and Windows desktop computers as needed
- *IT Systems*
  - Liaison between Grace staff and IT consulting firm to log trouble tickets, manage trouble tickets and other IT needs
  - Work with IT consulting firm and church staff to identify equipment and software needs and make recommendations based on the stated goals and needs of the organization
  - Assist with the installation, configuration and ongoing usability of hardware and software and help train employees on its use
- *IT Services*
  - Manage our technology infrastructure and network
  - Provide technical support and training for systems and networks
  - Maintain records of software and equipment license
  - Track and maintain computer and tablet inventory
  - Manage and make recommendations for computer refresh schedule
  - Manage security camera system campus wide
  - Develop and manage an emergency response to system shut downs
- *Other Duties as Assigned*

## **JOB STATUS:**

- Part-time (20 – 24 hrs)
- Non-exempt
- Schedule: Monday – Friday and occasional Sunday mornings