



JOB DESCRIPTION

Title: IT Specialist
Department: Support Services
Reports To: IT Director
Pay Status: Hourly
Exemption Status: Non-Exempt

General Summary and Objective: To serve Crossroads Christian Church by providing IT support to all ministry areas.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Primary help desk contact, troubleshooting hardware and software issues
- Install, configure and upgrade system and application software
- Help develop, create content for, and lead training sessions
- Provide support for network and desktop printers, landline and IP phone systems, and iOS devices
- Perform hardware repairs, upgrades and migrations
- Provide IT support for additional sites
- Follow up with staff when an issue or project is completed or update staff on current status of assignment
- Work in concert with the Communications Department in training staff in usage of technology and social media for the gospel
- Assists staff in a consistently pleasant and patient manner

Additional Responsibilities:

- Assists in research and procurement of computer accessories and supplies
- Continually learn and share the latest technology with staff
- Perform other duties as assigned

Requirements (knowledge, skills, abilities, education, etc.)

- Fully devoted follower of Christ
- Champion of vision, values, and culture of Crossroads Christian Church
- Exceptional model of personal integrity
- Strong interpersonal skills and conflict resolution management including the ability to work in harmony with other staff members

- Demonstrated capacity to lead and administrate
- Exceptional model of personal integrity
- Proven experience in IT support, preferably a minimum of two years
- Expertise with Apple OS, IOS systems, and Windows OS
- Must be detail oriented and committed to resolving issues in a timely manner
- Up-to-date on computer technology and trend

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, use hands and fingers to handle or feel, reach with hands and arms; and lift up to 50 lbs.

Position Type/Expected Hours of Work

This position is 40 hours per week. A typical work week is Monday to Friday 8 am-5 pm with on-call weekend responsibilities as assigned.

Travel

Travel will be required in for training, retreats, etc. as needed.

March 15, 2017

The statements listed are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of duties and requirements. This does not establish a contract for employment and is subject to change at the discretion of the employer.