

IT Help Desk

Role Description

Position Summary: The IT Help Desk tech will be responsible for the maintenance, configuration, and reliable operation of computer systems and A/V. The IT Help Desk will actively resolve problems and issues with computers, Apple TVs, software applications, and other hardware to limit work disruptions within the company.

Uplink: Finance Director

Department: Ministry Operations

Classification: Ongoing; Part time; Non Exempt; 20 hours a week

Works Closely with: All departments

Key Areas of Responsibility and Oversight:

- Responsible for the maintenance, configuration, and reliable operation of computer systems
- Deployment, Computers, Software Applications in the Windows/Mac environment
- Manage User Accounts in Google admin console, and MDM
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Troubleshoot software, hardware, network issues, and outage
- Maintain updated and accurate records of inventory
- Resolve all applications, servers, workstations, and related equipment problems in a timely manner with limited disruptions

Qualifications

- Strong relationship and commitment to Jesus Christ
- Demonstration of Deacon Qualifications (1 Tim. 3:1-7)
- Knowledge of system security, cloud platform, and data backup/recovery
- Familiarity with various operating systems and platforms
- Confidentiality and discretion
- Resourcefulness and problem-solving aptitude
- Excellent communication skills

Schedule: 20 hours a week; Sunday, Monday, and Wednesday/Thursday (3-4 days a week)

Compensation: \$18.00 an hour

Candidate Profile

Skills:

- Problem solving
- Attention to detail
- Organization
- Teamwork

Experience:

- Computer hardware knowledge
- Internet applications
- Configuring, managing, and maintaining networks
- Adobe Creative Suite

Spiritual Gifts:

- Enthusiastic dedication to 3Crosses ministry and vision, including a growing relationship with Jesus Christ
- Leadership
- Administration
- Service