

BEREAN BAPTIST CHURCH

FAYETTEVILLE, NC



End-User Support Specialist

Responsible to: Chief Technology Officer

General Job Description

Responsible for the digital communications strategy, implementation, planning, infrastructure, project management, security, maintenance, and availability of all resources related to Information Technology within both the Church and Academy.

Skills and Qualifications

- Must be a member of Berean Baptist Church or a like-minded church
- Must be in complete agreement with the church covenant and articles of faith
- Must remain actively involved in outreach and a church ministry
- Must be able to speak to visitors and members about Christ, the Gospel, and Bible topics as needed
- Must be able to pray with visitors or persons attending ministry activities
- Must adhere to the policies set forth in the employee handbook and employee expectations
- Must have excellent communication skills, work well with others, be willing to learn and develop new skills, be highly motivated, and detail-oriented
- Must be able to work in MS Office products
- Must be able to meet deadlines and progress without direct supervision
- Must be open to user needs, can communicate tactfully and in non-technical terms to non-technical staff, is responsible, able to manage time, able to set priorities, can be flexible and both communicate and receive instruction effectively via email and in person.
- Must be a good steward of BBC/BBA resources that are critical to the daily operations and needs of the campus
- Must be able to implement appropriate strategies in line with the mission and values of BBC/BBA
- Must maintain a working knowledge of emerging technologies and an understanding of how BBC/BBA fits into that broad spectrum of technology usage
- Must have a strong desire to work in a fundamental Baptist church and understand the culture of BBC/BBA while working with the Head of School and other Administrators within those confines
- Must maintain high personal motivation, self-management, and detail orientation; ability to take responsibility for meeting deadlines and making progress without direct supervision

Responsibilities

- Address client questions to a non-technical audience in terms that they can understand
- Comply with Campus IT Service Management and Service Desk policies, procedures, and directives
- Meet training and continuing education requirements as set forth by your supervisor
- Communicate and maintain IT policies and standards
- Seek approval prior to beginning unauthorized projects
- Maintain physical security of the server room, communications closets, and buildings and grounds
- Provide staff with 1st level IT support campus-wide via telephone, email, Instant Message, or in-person

CIO Job Description (cont.)

- Configure and install hardware, software, and applications i.e. workstations, printers, phones, projectors, and copier/fax
- Provide evening and weekend (off-hours) support, as assigned
- Provide off-campus support for remote workers as required
- Troubleshoot and resolve hardware, software, application, network, user access, or related issues
- Troubleshoot heterogeneous network devices, to restore service and/or identify and correct core problems
- Take ownership of fixable actions utilizing all resources to resolve issues (Phone support, user forums, professional contacts, and research)
- Ensure end-user devices are patched (to include 3rd party software) and antivirus is current

Desired:

Applicant will be expected to become proficient in the following during the probationary period.

- Create helpdesk tickets and document all activities in helpdesk ticketing system using S.O.A.P. method
- Utilize and become proficient with end-user standard software (i.e. Shelby, Grammarly, Sonicwall Capture Client, Google apps, etc.)
- Support email and network connectivity on heterogeneous mobile devices enforcing Google enterprise standards and policies, to include phones, tablets, and other devices as approved by management
- Maintain inventory of IT equipment in Solarwinds (computers, projectors, printers, software licenses, tools, etc.)
- Perform pre-check on mission-critical equipment prior to Sunday and Wednesday services, in addition to other important and sensitive services, conferences, or meetings