



JOB DESCRIPTION

EASTSIDE CHRISTIAN CHURCH

POSITION TITLE: Systems Specialist

EFFECTIVE/REVISED: 11/04/2020

SUPERVISOR'S TITLE: Director of IT

DIVISION: Operations

CAMPUS: Campus

Central

LEADERSHIP LEVEL:

- EXECUTIVE
- DEPARTMENT HEAD
- DIRECTOR
- COACH
- LEADER
- STAFF

EXEMPT CLASSIFICATION:

- PASTOR
- MINISTER EXEMPT
- EXEMPT
- NON-EXEMPT

PAYROLL STATUS:

<input checked="" type="checkbox"/> FULL TIME	<input type="checkbox"/> PART TIME	WEEKLY HOURS: 40
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01. Summary of Position:

The purpose of the position is to serve as part of the Operations Team to provide technology support to the entire staff of Eastside Christian Church and its multiple campuses. The person in this role will stay current on leading technologies and be able to support new technologies as they emerge.

02. Reporting Relationship and Responsibilities:

- Reports to the Director of IT
- This position will work directly with all department staff to ensure their technology support needs are met.

03. Duties and Responsibilities:

- Support the staff with their computers and database needs in partnership with our outside consultants.
- Ensure that systems are operating smoothly, and repairs and issues are resolved within a timely manner.
- Assist in supporting and upgrading all hardware and software on the network by using systems to monitor automate updates assure proper upgrades of equipment and software for the purpose of keeping our technology current and efficient.
- Facility scheduling software maintenance and system backups
- Email, workstation and network user account management
- Print and copy machine support

- Support Microsoft Windows and Apple workstation laptops and desktops
- Track all support requests using current helpdesk system and update tickets regularly to keep the staff and your manager updated.
- Conduct training for appropriate staff regarding new software, and equipment upgrades.
- Recruit and train a lay team of Change Makers (volunteers) to help evaluate, implement and assist in the information systems area.
- Maintain records of software licensing agreements on all church software.
- Support the telephone systems
- Support, assist and maintain staff computers, phones, printers, and copiers for all campuses
- Support any technology that helps Eastside Staff do their job effectively
- Assist in ordering, tracking and managing purchase requests for new computers and equipment
- Work as needed with outside vendors (TechMD) during large-scale projects (campus launches, network upgrades) and escalated Technical Support
- Implement and Administer various software applications as required
- Assist with network equipment upgrades and maintenance.
- Support, assist, and train staff and volunteers for all the Check-in stations for all the campuses.
- Perform other responsibilities as assigned by supervisor
- Be willing to be on call 24 x7 as needed for network, computer and internet emergencies.
- Must be available to support (and train volunteers to support) checkin stations for the various campuses during evenings and weekend events and services.

Eastside reserves the right to change job duties at any time. This job description is not designed to cover every job requirement.

04. Qualifications:

- Must have a strong personal faith in Jesus as Savior and Lord, and a heart for serving God and others
- Must be or become a member of Eastside Christian Church, having been baptized by immersion
- Must have at least 5 years of related experience, preferably in a church setting, or equivalent combination of education and experience
- Must have demonstrated a commitment to ministry through various ministerial or volunteer activities in a church or para-church setting
- Must be able to demonstrate that his/her ministry gifts are suited for this specific ministry role at Eastside
- Must have strong organizational and communication skills and have a heart for serving.
- Must have an education level of bachelor's degree or have an equivalent combination of education and experience
- Must have computer skills in:
 - Troubleshooting in a Apple Mac and Microsoft Windows environments
 - Network troubleshooting
 - Software deployment
 - Microsoft Office Suite
 - Google Suite

05. Employment Understanding:

- Agreement to abide by ECC Personnel Manual and Policies, and to support, without reservation, the Vision and Beliefs Statement through conveying the Church's message in his/her ministerial duties
- Agreement to attend Next Steps at the earliest opportunity

- Agreement to conduct his/herself on and off the job in such a way that would honor Jesus Christ and would demonstrate spiritual leadership, supporting the Code of Conduct policy, and being a positive representative of Eastside Christian Church
- Agreement to perform job duties according to the theological beliefs and standards of Eastside.
- Attendance at Ministry Team meetings and department meetings is required
- Will be expected to participate in continuing religious education to support his/her ministry of the Gospel
- This Job Description will be reviewed at least annually with the position's supervisor. This person will also write semi-annual 6x6 goals, obtaining supervisor approval.
- Job performance, including ministerial functions, will be reviewed at least annually with the position's supervisor
- Remuneration including wages and benefits, will be set, reviewed, and modified by the Senior Pastor and Leadership Team

06. Physical Demands & Work Environment:

- Must be able to occasionally lift and/or move up to 15 pounds
- Will spend extended periods of time sitting and looking at a computer screen

We concur with this Job Description.

Staff Member

Supervisor

Date