



JOB DESCRIPTION

EASTSIDE CHRISTIAN CHURCH

POSITION TITLE: IT Support

EFFECTIVE/REVISED: March 2026

SUPERVISOR'S TITLE: Systems Specialist

DEPARTMENT: IT

CAMPUS: Campus

Central

LEADERSHIP LEVEL:

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

EXEMPT CLASSIFICATION:

- PASTOR
- MINISTER EXEMPT
- EXEMPT
- NON-EXEMPT

PAYROLL STATUS:

<input type="checkbox"/> FULL TIME	<input checked="" type="checkbox"/> PART TIME	WEEKLY HOURS: 25
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Eastside’s unofficial motto is “This Is For Everyone.” Eastside’s mission is to Pursue God, Build Community, and Unleash Compassion. If you’re looking to be part of a team that is strategically focused on reaching people far from God, values inspirational leadership, and is intentional about promoting a healthy staff culture, Eastside might be the place for you.

The IT support position serves to minimize technical barriers for staff and volunteers so they can focus on serving others. Through responsive and reliable support, the role will help enable the day-to-day work of ministry across all campuses.

01. Summary of Position:

The IT Support position will be responsible for serving as part of the IT team and providing technical support for staff across all campuses. This role helps ensure the reliable operation of staff technology systems and assists Systems Specialists with infrastructure and database maintenance.

02. Supervisory Responsibilities:

- This job has no supervisor responsibilities

03. Duties and Responsibilities:

- End User Support
 - Track all support requests using the existing helpdesk system and update tickets regularly.
 - Provide technical support for staff across all campuses.
 - Escalate infrastructure, network, application, and database issues to the appropriate Systems Specialist.
- Account & Device Support
 - Support Microsoft Windows and Apple computers and mobile devices.
 - Deploy, replace, recover, and reallocate devices and systems as needed.
 - Assist with onboarding and offboarding staff.
 - Manage email, workstation, database, and network user accounts and access.
 - Troubleshoot hardware, software, network, and connectivity issues.
 - Support copiers, printers, and other office or ministry technology.
 - Support telephone systems.
- Ministry Technology Support
 - Support and maintain check-in stations across all campuses.
 - Perform basic database and ministry system tasks such as user account setup and event scheduling
 - Train staff and volunteers on the technology used for events and services.
 - Assist with network equipment upgrades and maintenance.
 - Provide technical support during key events, services, and ministry activities.
- Perform other responsibilities as assigned by supervisor.

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 uphold and abide by Eastside's Staff Values
- Must be a member of Eastside Christian Church, having been baptized by immersion.
- Must have a heart for serving God and others.
- Must have strong organizational and communication skills and have a heart for serving others.
- Must have the ability to clearly communicate technical concepts to non-technical users.
- Must have the ability to work collaboratively with staff and volunteers across multiple campuses.
- 1–3 years of related IT experience preferred, or equivalent combination of education and experience.
- Associate's or Bachelor's degree in Information Technology, Computer Science, or a related field preferred, but not required.
- Must have experience supporting Apple and Microsoft Windows environments.
- Must have experience installing and supporting standard workplace applications.
- Must have experience troubleshooting hardware, software, and basic network connectivity issues

05. Employment Understanding:

- Agreement to abide by Eastside Christian Church Personnel Manual and Policies, Vision and Beliefs Statements.
- Agreement to conduct themselves 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
- Attendance at Ministry Team meetings and department meetings is required
- This Job Description will be reviewed at least annually with the position's supervisor. This person will also write semi-annual 3x6 goals, obtaining supervisor approval.
- Job performance 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 lift and/or move up to or more than 30 pounds
- Periods of sitting, standing, walking, working at computer screens, and traveling between campuses.

We concur with this Job Description.

Staff Member

Supervisor

Date