



JOB DESCRIPTION

TITLE: IT Systems Administrator
CATEGORY: Full-Time
DEPARTMENT: Information Technology
REPORTS TO: Church Administrator
DATE: January 2019

JOB SUMMARY

Evaluates current and future technology trends looking for technical solutions that would further support the mission of the organization. Plans the implementation of projects, upgrades and changes and implements those projects, upgrades and changes through self and vendors where applicable. Provides technical support to all staff and Dream Team members throughout the week, before and after services, and events. Assist with other computer and mobile/portable technology that pertains to service or events that take place at the church.

ESSENTIAL FUNCTIONS

Help Desk Support

- Track and maintain all IT helpdesk tickets through Spiceworks Details
- Resolve all computer ticket issues or escalate to 3rd party vendor in a timely manner
- Provide first level support for copiers and phones and place service calls to service provider as needed

Device Management

- Automate deployment of printers, network files and other configurations through the usage of Active Directory, Meraki Device Manager and Google G-Suite Device Management.
- Continue to evaluate current and future trends for device management, implement document and manage new solutions.
- Continue to add cross platform solutions (Windows/Mac/Mobile) as appropriate.

IP Phone System

- Manage IP Phone system
- Configure network phones, and extensions for new users
- Continue to evaluate new options and negotiate contracts with vendors as needed

Security Cameras

- Install, Configure and Maintain IP Security Cameras
- Configure and maintain restricted access to these systems both on premise and off-site.
- Recommend and implement life cycle and upgrade path for software, workstations and servers.
- Responsible for backup and archival of footage per requirements set forth by the Business Administrator.
- Train operators to use the systems and others to review footage as required

Church Data Management System (currently Ministry Platform)

- Think Ministry Technical SPoC (Single Point of Contact)
- Installs, Evaluates, Upgrades and Maintains the Infrastructure that supports the Ministry Platform Software.
- Troubleshoots technical issues interacting with the Data Team, Ministry Platform Support and outside vendors as required.
- Works with the Systems Administrator to evaluate hardware options for Check-In Systems.
- Plans, Tests and Assists in configuring upgrades and changes to the Check-In System
- Participates in Ongoing Training and Development with the Data Team
- Provides technical advisement to the Data Team as requested
- Assists in evaluating solutions which integrate with Ministry Platform

Backup and Disaster Recovery

- Prepare and Maintain Documentation for Backup and DR Scenarios
- Weekly, Monthly and Yearly Review and Testing of procedures
- Manage Backup Exec (Onsite Only), Veeam (Onsite and Offsite), and Synology Hyper Backup

Cloud

- Maintain documentation for Cloud infrastructure and systems
- Evaluate new, value-adding cloud options
- Plan, install, configure and document new solutions.

Network Security Content Filtering and Antivirus

- Manage, configure, monitor and update all content filtering and antivirus programs
 - Covenant Eyes
 - Sophos UTM Firewall

Servers and Storage Infrastructure

- Maintain documentation for servers, storage and related systems
- Monitor performance, capacity and health and make proactive improvements as needed
- Continue to review best practices, performance improvements and money saving options and implement through appropriate Life Cycle Planning and regular maintenance.
- Repair/replace faulty hardware with expedience and ensure that risk is kept to a minimum through redundant configurations and backups.
- Plan, install, configure and document new solutions.

Wired/Wireless Network Infrastructure

- Maintain documentation for network infrastructure and systems
- Monitor performance and health and identify areas for improvement.
- Troubleshoot and resolve performance issues as needed
- Continue to review best practices and improve as needed
- Configuration Backup
- Life Cycle Planning

Additional Maintenance & Financial

- Maintain all church computers via updates, upgrades, functionality checks, and preventative maintenance
- Maintain groups and distribution lists in Office 365

- Develop and maintain IT equipment inventory and life-cycle replacement schedule
- Develop, monitor and adhere to annual operating budget

Training

- Provide staff training and education on current/new technology and software
- New hire technology training (orientation)
- Train existing Tech team and new Dream Team members on church systems

Miscellaneous

- Study and look for new technology that would benefit the church and provide for a better overall guest, staff, and Dream Team experience
- Maintain a vital and growing personal walk with the Lord through committed Bible study, prayer, and meditation.
- Comply with expectations in the Employee Handbook.
- Fulfill the performance standards of the position and comply with policies, rules, and procedures of the church, including those communicated verbally or in writing.
- Perform other duties as assigned.

JOB REQUIREMENTS AND BENEFITS

Education & Experience Required

- Associates Degree preferred
- 2-3 years experience PC/Desktop helpdesk in corporate/non-profit environment
- Knowledge of professional office printers/copiers
- Office 365 experience
- Active Directory experience
- General server knowledge
- General knowledge of POS and/or mobile payment device
- Understanding of the following Operating Systems:
 - Windows 7 - 10
 - Mac OS
 - Apple iOS
- Strong customer service skills

Time Requirements

Total: 40-50 hours per week (actual work time)

Basic schedule:

- Monday – Thursday: 8:00 a.m. to 4:30 p.m.
- Saturday 4:00 – 6:30 p.m.
- Sunday 8:00 – 10:30 a.m.
- One weekend off a month
- ½ hour lunch provided daily (unpaid)

Victory Family Church reserves the right to change, rescind, add, or delete the duties and responsibilities within this job description at any time.