



JOB DESCRIPTION

TITLE: Help Desk Administrator
CATEGORY: Full-Time, Non-exempt
DEPARTMENT: Information Technology
REPORTS TO: Church Administrator
DATE: March 2019

JOB SUMMARY

The Help Desk Administrator is in charge of handling IT system support activities. This role is responsible for providing excellent customer experiences and working to resolve support issues in a prompt and professional manner. Main tasks include: providing password and login resets for end users; providing computer information responses over email, phone, and in person; completing equipment set-up, handling account renewals or terminations, and revising support procedures. Also among the main duties are installing and configuring a variety of hardware devices, as well as troubleshooting operating systems and software applications. The Help Desk Administrator must also identify opportunities to improve support processes.

ESSENTIAL FUNCTIONS

Help Desk Support

- Track and maintain all IT helpdesk tickets through electronic ticketing system
- Resolve all helpdesk 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 providers 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 camera system
- Responsible for backup and archival of footage per requirements set forth by the Church 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 Data team 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 – need to understand Ideal's process on this

- 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

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
- Proven experience as a help desk administrator or other customer support role
- Tech savvy with working knowledge of office automation products, databases and remote control
- Good understanding of computer systems, mobile devices and other tech products
- Knowledge of professional office printers/copiers
- Office 365 & Active Directory experience
- General server knowledge
- General knowledge of POS and/or mobile payment devices preferred, but not required
- Understanding of the following Operating Systems:
 - Windows 7 - 10
 - Mac OS
 - Apple iOS
- Excellent communication skills
- Customer oriented and cool-tempered

Time Requirements

Total: 40 - 45 hours per week (actual work time)

Basic schedule:

- Monday – Friday: 8:00 a.m. to 4:30 p.m.
- One weekend per month to train new volunteers w/ Friday off that week
 - Saturday 4:00 – 6:30 p.m.
 - Sunday 8:00 – 10:30 a.m.
- 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.