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| <b>Job Title:</b>  | <b>IT Support Specialist</b>       | <b>Job Category:</b>    | Non-Exempt                |
| <b>Location:</b>   | Central Missions                   | <b>Travel Required:</b> | Local – Campus Sites      |
| <b>Reports to:</b> | Director of Information Technology | <b>Position Type:</b>   | Part Time (25 hours/week) |

**Job Summary:** The IT Support Specialist is responsible for supporting New Life computing and telecommunication network operations and procedures for all locations.

**Job Duties:**

- Setup, maintain and de-commission user computers, servers, phones, printers, and network devices to support the mission of the church.
- Add and manage Users and Groups in Microsoft Active Directory/Office 365 environment.
- Provide telephone, remote connection, and in-person support relating to software and hardware problems reported by users. Respond to user questions and issues.
- Provide user training on office hardware and software.
- Respond to work order tickets and maintain updated statuses; escalate issues as needed.
- Maintain a working knowledge of IT operations including Microsoft, Apple, and ministry-based applications.
- Monitor and maintain software licenses installed to ensure compliance.
- Assist in the success of multiple simultaneous projects.
- Minor low-voltage cabling as needed.
- Other duties as assigned.

**Skills/Qualifications:**

- Must be an active member of New Life in agreement with our mission and vision; is a fully-devoted follower of Christ.
- Experience in network administration of a Windows-based server environment. Working knowledge of Apple device operation is required.
- Knowledge of hardware and software installation, testing, and operation.
- Stellar communication skills; a spirit of joy and helpfulness including patience and tact.
- Self- initiator, responsible, flexible, problem-solver, team player, high energy.
- Quick learner with sound troubleshooting skills.
- Exercise mature and independent judgment and confidentiality.
- Attention to detail and accuracy.
- Reliable and dependable; ability to work flexible hours and to be on-call.
- Must have reliable vehicle for travel to multiple New Life sites for support.

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| <b>Reviewed By:</b>     | Mike Rodriguez | <b>Date:</b> | 8/3/18 |
| <b>Approved By:</b>     | Mike Rodriguez | <b>Date:</b> | 8/3/18 |
| <b>Last Updated By:</b> | Irene Vasquez  | <b>Date:</b> | 8/3/18 |

PLEASE FORWARD RESUMES TO IRENE VASQUEZ AT IRENEV@NEWLIFECHICAGO.ORG.