



<b>Job Title:</b>	IT Support Specialist	<b>Job Category:</b>	Exempt
<b>Location:</b>	Central Missions	<b>Travel Required:</b>	Local – New Life Location Sites
<b>Reports to:</b>	Executive Pastor	<b>Position Type:</b>	Full Time

**Job Summary:** The IT Support Specialist is responsible for supporting New Life computing operations and procedures for all locations. The Specialist will partner with New Life management and our outside vendor to align technology information with strategic direction.

**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.
- Procure, monitor, and assign software licenses.
- Manage projects assigned to outside vendor/consultants.
- Develop and monitor performance objectives for IT.
- Develop and maintain a New Life cloud-based disaster recovery plan.
- Ensure security of data, network access, and back-up systems.
- Provide network copier/printer support.
- Provide backend support for websites. Support the Communications Team on website and collaboration tools.
- Provide training and support for ProPresenter Software.
- Manage users and access to applications like Planning Center and Song Select.
- Assist locations with troubleshooting for audio, video, and lighting (AVL).
- Coordinate installation and upgrades with AVL vendors.
- Make purchases for equipment including computers, software licenses, church management software, copiers, and printers.
- Minor low-voltage cabling as needed.
- Participate in team meetings to determine needs, establish priorities, and assist with any computer networking problems.
- Prepare monthly reports regarding activities, problems, support tickets/calls and utilization.
- Other duties as assigned.



**Skills/Qualifications:**

- **Must be in full agreement with New Life's faith statement, mission, and vision; is a fully devoted follower of Christ.**
- **3 years' 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.**
- **Exercises 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 (mileage reimbursement provided).**
- **Must be legally authorized to work in the United States.**

Updated 11/19/24