Position Title: IT System Administrator

Position Summary:
The IT System Administrator is a ministry of helps and support, and is responsible for providing technology support for the staff and church infrastructure, including software, hardware, service, and maintenance of computers, servers, network, A/V equipment, and security.

Department: Administration   **Reports to:** Administrative Pastor

Pay Type: ☐ Hourly ☒ Salaried   **Time Required:** 40+ hours

Eligible for Overtime: ☐ Yes   ☒ No

If <u>no</u>, check type of exemption: ☒ Professional ☐ Executive ☐ Administrative ☐ Ministerial

Supervisory Position: ☐ Yes ☒ No

If <u>yes</u>, check type: ☐ Employees #1-2   ☐ Contract Wkrs #1-2   ☐ Volunteers #2-10

Supervisory responsibilities include assigning, scheduling, monitoring and controlling work; evaluating and managing performance; interviewing, hiring, and orienting new employees; training employees when necessary; making salary recommendations; and recommending discipline or termination when necessary.

Job Titles Supervised (if applicable)**:**

Works closely with: Administrative Pastor, Technology Committee, Staff

Qualifications:
Faith
- The individual must base their faith on the Bible, professing beliefs consistent with Reformed theology expressed through the views and government of the Presbyterian Church of America (PCA). There is no other background that can substitute for this requirement.
- Must be actively pursuing God through spiritual disciplines (prayer, time in Scripture, fellowship with other believers, etc.).
- Willing to pursue and support the vision and mission of Village Seven Presbyterian Church.

Professional experience and qualifications
- Associates degree or higher in Computer Science or related field.
- Minimum of 2-3 years customer support/Help Desk experience.
  Minimum of 1 year of System Admin experience to include networking, telecommunications, and Windows server maintenance.
- Experience directing or overseeing IT systems helpful.
- Experience with Avaya IP Office or VOIP phone systems a plus.
- Sufficient training and experience to understand, operate, maintain, and troubleshoot a variety of church technology systems including hardware, software, servers, network, etc.
- Excellent people skills with ability to recruit, train, and utilize volunteers.

- Ability to function well within a team, co-working and communicating in an uplifting and godly manner.
- Understanding of Church operations and procedures a plus.
- Strong listening skills with ability to empathize, focusing on customer service; exceptional oral and written communication skills with all levels of customer, peers and managers via documentation, telephone and email.
- Ability to respond to common inquiries or complaints from customers, management and partners.

Duties and Responsibilities:
- User Support
  - User technology support. Be initial point of contact for the IT department.
  - Handle front line trouble call for Church specific software, Microsoft Operating Systems, Microsoft Office, and Internet browser related issues and requests.
  - G-suite Gmail and Google Drive management.
  - Windows User and Group Management.
  - Manage employee setup and user security within all managed systems including Active Directory, Avaya IP Office, Google Docs permissions, and other systems.
  - Church Management Software (Servant Keeper) support.
- Equipment Support
  - Log work orders and ensure timely follow-up of projects before and after completion.
  - Handle management and follow-up of work order database system.
  - PC maintenance, backup, inventory, and replacement.
  - Physically repair, install, and configure computers, laptops, printers, and network devices.
- Network
  - Network equipment configuration and maintenance/break-fix.
  - Server & Storage maintenance, repair, configuration, inventory, and replacement.
  - Server & PC backup and offsite storage.
  - Avaya IP Office.
  - Network cabling and termination.
  - Troubleshoot and repair Internet/WiFi issues.
- Security and Public Services
  - Security scanning and monitoring.
  - PC/Server/Network/System patching and security configuration.
  - Website maintenance/management.
- Audio Visual
  - A/V Equipment configuration and maintenance.
  - Event setup/tear-down (Projectors and sound systems).
- Other duties as assigned.

Physical, Mental, and Emotional Requirements of this Position Include:

WORKING ENVIRONMENT:	SELDOM	OCCASIONAL	FREQUENT
COLD (50 F or less)		X	
HEAT (90 F or more)	X		
GASES/FUMES/DUST		X	
HEIGHTS		X	
NOISE	X		
CLIMBING (Stairs/Ladders)		X	
DRIVING		X	
CRAWLING OR KNEELING		X	
BENDING			X
WALKING/Uneven Surfaces		X	
WORKING ALONE			X
WORK WITH OTHERS			X
CHEMICALS/ SOLVENTS	X		

MOVING HEAVY ITEMS:	SELDOM	OCCASIONAL	FREQUENT
LIFTING/LOWERING	over 50 lbs	20-50 lbs	under 20 lbs
REACHING FORWARD	over 20 lbs	10 – 20 lbs	under 10 lbs
PUSHING/PUSHING	over 20 lbs	10 – 20 lbs	under 10 lbs
CARRYING	over 50 lbs	20 – 50 lbs	under 20 lbs

Mental Demands			
REGULARLY PRESENT AT WORKPLACE			X
SPEAKING TO LARGE GROUPS		X	
INTERPRETING OR ANALYZING DATA			X
MAKING QUICK DECISIONS			X

SENSORY CAPABILITIES	SELDOM	OCCASIONAL	FREQUENT
VISUAL ACUITY: Near			X
VISUAL ACUITY: Far		X	
COLOR DISCRIMINATION			X
HEARING			X
SPEECH			X
MANUAL DEXTERITY			X
EYE/HAND COORDIN.			X
TRAVEL:			
Local		X	
National	X		
International	X		

REPETITIVE MOVEMENTS:			
(please list) Use of computer and mouse.			X

OPERATING MACHINERY:			
FACSIMILE (FAX)	X		
COMPUTER /MOUSE			X
COPIER/PRINTER			X
TELEPHONE			X

EMOTIONAL DEMANDS			
CALM IN STRESSFUL SITUATIONS			X
SUPPORTIVE TO THOSE IN CRISIS			X
FREQUENT INTERRUPTIONS			X
MULTIPLE DEMANDS OR PRIORITIES			X

Pay and Benefits: The salary rate range for this full-time position (minimum 40 hours per week) is $45,000 to $55,000. Benefits include health insurance (employer pays 80% of premiums), TSA match, Vacation time (10 days), Holidays (10 days), and Sick leave (up to 12 days).

Evaluation: This position is evaluated annually by the Administrative Pastor. A written report is prepared of this evaluation and signed by the IT System Administrator and the Administrative Pastor. During the course of the evaluation, the Job Description shall be reviewed and needed alterations discussed.

This description is not intended to be and exhaustive list of all responsibilities, skills, or working conditions associated with this job. It is intended to be a reflection of the principal job elements essential for making compensation and employment decisions.

Employee's Affirmation:

I have read this job description and understand its requirements. I affirm that I have the physical, mental, and emotional ability to perform the Duties and Responsibilities of the position and that I have informed the supervisor of any accommodations I need to do so. In addition, I affirm that I understand my role in the ministry of Village Seven Presbyterian Church, that I fully support that ministry, and that I will behave in a way that is consistent with the policies and guidelines of the church.

Employee's Printed Name:⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

Employee's Signature:⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

Date:⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

This document was last reviewed on January 14, 2021.