
Job Description

Position: IT Support Specialist

Classification: Full-Time, Non-Exempt

Primary Reporting Relationship: IT Director

Secondary Reporting Relationship(s): Executive Director of Operations (EDO)

Ministry Area: Church Staff, Operations Team

Interfaces: Staff and volunteers of Bay Area Church, Bay Area Christian School, and the Early Learning Academy at Bay Area Christian School; other stakeholders as identified and appropriate.

Our Vision: To saturate the 4B Area with the gospel by restoring people, families, and churches. *(The 4B Area refers to the geographic area of Southeast Houston from the Beltway to the Beach and the Bay to Brazoria County.)*

Profile: Our organization has a culture lead by a collaborative and cohesive team that is dedicated to accomplishing our mission while living a lifestyle that demonstrates our **Values:**

- Gospel Restoration
- Spirit and Truth Empowerment
- Relentless Love
- Hands-On Service
- Kingdom Partnership

Job Purpose: The IT Support Specialist troubleshoots and resolves hardware, software and network connectivity issues for the Bay Area Church and Christian School staff, students and volunteers. This position is integral in supporting both the church's mission to saturate the 4B area with the gospel and the school's mission to provide quality Christian education for now and eternity.

Employee Profile:

- Acceptance of and agreement with the Bay Area Church statement of faith and standard of conduct
- A strong, clear Christian testimony
- A lifestyle that displays an ongoing personal relationship with God and a commitment to serve Him daily

Major Responsibilities:

- Provides one-on-one end user problem resolution through the technology request portal
- Installs, deploys, inventories and configures end-user devices such as desktops, laptops, mobile devices, printers, Chromebooks, radios, software and hardware peripherals
- Performs computer hardware repairs and upgrades for equipment not covered by a third-party vendor maintenance agreement
- Deploys and maintains audio/visual equipment such as microphones, speakers, televisions, projectors, sound mixing equipment, etc. used to enhance live events
- Installs network cabling throughout campus
- Provides technical support for Sunday morning worship services
- Other duties as assigned by the IT Director

Required Skills and Abilities:

- High school diploma or equivalent required
- Directly relevant work experience providing desktop support preferred
- Knowledgeable in Windows, Mac, and Chrome operating systems
- Must possess strong interpersonal skills in order to effectively relate to and communicate with users
- Must possess strong written and verbal communication skills, as well as multi-generational interpersonal skills
- Must be able to demonstrate reliability, self-motivation, and strong time management skills
- Must possess the ability to maintain discretion, sensitivity, and confidentiality

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, balancing, walking, kneeling, stooping, crouching, crawling, pushing, pulling, lifting, reaching, and climbing all day. The employee in this position will be required to use fingers and hands to work including picking, pinching, typing, grasping, feeling, and repetitive motions of the wrists, hands, and or fingers. The employee in this position must be able to exert up to 20lbs of force occasionally, and/or up to 10lbs of force frequently. Specific vision abilities required for this job include using close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; assembly of parts at distances close to the eyes; using measurement devices; and visual inspection of small parts.

Work Environment

While performing the duties of this job, the employee will be subject to environmental conditions, with protection from weather conditions, but not necessarily from temperature changes. The employee in this position will frequently be in close quarters, crawl spaces, shafts,, small enclosed rooms, and other areas that could cause claustrophobia and will be required to function in narrow aisles or passageways.

I have received, reviewed and fully understand the job description for the position of **IT Support Specialist**. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described. I understand that this job description is not designed to contain a comprehensive list of all of the activities, duties, or responsibilities that are required of an employee for this job, and that the responsibilities and activities may change at any time with or without notice.

Employee Name _____

Date _____

Employee Signature _____