

Churchome

Job Description

Technology Support Analyst

I. PURPOSE

The Technology Support Analyst is responsible for helping to implement the vision of IT in Churchome by providing the first-line of support for Churchome Staff and handling the deployment and maintenance of Churchome systems and assets.

II. TARGETS

- Churchome Staff is well-supported for any IT needs with prompt and thorough customer service, streamlined training and knowledgeable resources for equipment and software.
- New and replacement assets are provided in a timely manner for staff along with sufficient training for use.

III. RESPONSIBILITIES

- Churchome Staff Support
 - Resolves open help desk tickets and communicates the resolution to both the end user and the Assistant IT Manager within 4 business hours.
 - Responsible for adhering to best practices, guidelines, and service level agreements as outlined in by Churchome computer use policy and ITIL service management methodologies.
 - Provide help desk support for computers, phones, and various cloud services as a first priority including: troubleshooting, teaching, installing, and repairing.
 - Provide onsite technical support at every Churchome location and provide remote support to mobile staff members and out of state locations.
- Asset Management/Deployment
 - Ensure the all IT areas and rooms are clear of clutter and presentable to guests at any time.
 - Work directly with the Assistant IT Manager and vendors on new technology projects as time allows.
 - Collaborate with HR to provide necessary equipment and training for new hires.
 - Collaborate with the Assistant IT Manager on replacement schedules for existing staff.
 - Responsible for maintenance of various standalone computers throughout Churchome locations.
- The church may also assign other duties or responsibilities, in its sole discretion

IV. FOLLOW UP

- 30-Day Check-In with HR
- 90-Day Review with Assistant IT Manager
- Bi-Weekly/Monthly Meetings w/Assistant IT Manager
- Any additional Team or Initiative-Based meetings

V. FOLLOW THROUGH

- If targets are being met on a consistent basis, aim to develop professionally and streamline IT systems and processes to create more margin for IT to continue to grow.
- If targets are not being met on a consistent basis, a meeting with the Assistant IT Manager to evaluate and adjust targets or work to provide additional resources or support to help meet targets will be arranged.

VI. EMPLOYMENT STANDARDS

Education/Experience:

- Approximately 1 year of experience in a Help Desk Environment
- Demonstrated proficiency in Microsoft Windows operating systems, office applications, web browsers and various cloud systems including GSuite
- Demonstrated proficiency in Apple products and iOS
- Intermediate knowledge of Intel-based computer hardware and basic networking

Knowledge/Skills:

- Interpersonal communication; particularly knowing when to engage in personal and when to use email
- Strong troubleshooting skills
- Ability to learn new technologies and applications
- Excellent oral and written communication skills, with a focus in technical or instruction-oriented writing and in clearly communicating technological concepts over the phone, in person, and in writing
- Able to lift, hold, and carry objects weighing 50lbs

Work Status: Non-Exempt, Hourly, Full Time

Supervisor: Assistant IT Manager

Staff Supervision: None

Employees of Churchome must comply with the policies, procedures, requirements and responsibilities set forth in the staff handbook and the church's other manuals and directives, as revised by the church from time to time. These include, for example, attendance at the weekly staff meeting, lifestyle expectations and church attendance expectations. This job description is subject to revision by Churchome at any time and for any reason. Nothing in this job description shall be construed as an implied agreement or promise of specific treatment of an employee, and it does not change the at-will employment relationship between the employee and Churchome.