Job Title: IT Systems Administrator	Created on: 06/26/18
Reports To: Director of Technology and Production	Last Updated: 06/26/18

General Description

The IT Systems Engineer's primary responsibilities include the management and administration of essential Microsoft Windows 365 and its applications, infrastructure components and architecture throughout Grace Chapel. Assisting the Director of technology with all IT related systems owned, leased and operated on behalf of Grace Chapel and other entities the Director deems fit, and production needs of the church. This position requires approximately 40 hours of work per week. The schedule of hours will be set by the Director and may vary based upon the needs and ongoing events of the department.

Essential Job Functions

- Desktop support
    - Windows 365 expertise
        - Account creation and account issue resolutions
        - Microsoft 365 account maintenance and advanced protocols
        - Other Microsoft 365 product client support
    - Apple Product expertise
        - Mobile device setup
        - iPad usage and problem remediation
- Hardware support (laptops, towers, iPads, printers)
    - Tracking inventory of equipment
    - Software installs and upgrade support
    - Install and perform repairs to hardware, software, and other peripheral IT-based equipment.
    - Oversee the daily performance of computer and IT systems.
    - Set up equipment for new employee use, performing or ensuring proper installation of ALL operating systems, and appropriate software.
- Network support
    - Network access
    - Set up and maintain IT policies/procedures as pertaining to network access
    - Troubleshooting all network issues
    - Server maintenance and upgrade proposals
- Create Annual Budget for IT Department and review with Director of Technology & Production
- Respond to trouble calls in a timely and effective manner.
- Communicate with staff, users, and management to establish requirements for new systems or modifications.
- Develop training materials and procedures, and/or train users in the proper use of hardware and software.
- Order computer hardware as needed to insure best pricing

Additional Job Functions

- Set-up and work Sanctuary and Chapel venues for Sunday services and any special events in any AV role deemed necessary by Director;
- Exhibits the ability to manage multiple tasks and remain flexible through changes while keeping a keen attention to detail;
- Contributes to team effort by accomplishing related results as needed;
- Other duties and responsibilities as assigned by the Director of Technology and Production.

Skills/Qualifications:

- Extensive skills and knowledge of both PC and MAC environments;
- Extensive skills in Microsoft 365
- Microsoft Certification
- Extensive knowledge of WINS, DNS, DHCP.
- Create and provide innovative solutions to complex technical problems
- Excellent written and verbal communication skills;
- Ability to focus on client's need and to handle rejection of proposed ideas;
- Must demonstrate flexibility in dealing with high pressure situations and last minute requests;
- Pays close attention to detail and is deadline-oriented;
- Continual development of technical knowledge by reviewing professional publications, books, web tutorials, and by continually self-educating on industry terminology and standards;
- Must be an active member of Grace Chapel and have completed the STEPS classes.