



ROCK
C H U R C H

JOB DESCRIPTION

Position: Network Support Technician

Reports to: Director, Information Technology

Position Status: Full-Time, Exempt

Department: Information Technology

Effective: October 2012

Replaces: Senior Systems Administrator

Position Number: RC-32-12

Posting Date: October 26, 2012

1st Closing Date: November 2, 2012

Position Summary:

The Network Support Technician will be responsible for the day-to-day completion of network support and user support tasks. This position requires highly effective multi-tasking skills and the ability to adapt quickly to emergent issues. Incumbent will report to Director of Information Technology.

Job Responsibilities and Duties:

1. Installs and configures equipment/software for employee use, ensuring proper operation and performance testing.
2. Performs minor repairs/upgrades to hardware, software, and peripheral equipment, following approved installation specifications.
3. Assists with network connections (LAN, Wi-Fi), network resources, utilities, including installation of network upgrades while maintaining technology standards.
4. Remains informed of current developments within technology industry.
5. Confers with users, conducts computer diagnostics to investigate and resolve problems.
6. Provides outstanding technical assistance and support to staff, volunteers, and guests regarding computer software and hardware operation to resolve technology issues.
7. Identifies and documents major hardware and software problems or defective products.
8. Establishes and maintains accurate inventory controls with database management, and reports for IT hardware, software, peripheral equipment and accessories for issue/loan to users and/or use as on-hand spares.
9. Accurately documents efforts and changes for the effective purposes of organizational knowledge.

The above summary of duties represents the major tasks and duties. This is not intended to be an exhaustive list of all responsibilities. Therefore, the individual may perform other related tasks under the direction of the Director of Information Technology.

Job Skills and Requirements:

1. 2-5 years experience maintaining PC desktops/laptops.
2. Macintosh OSX experience.
3. Microsoft Active Directory administration.
4. Supporting and troubleshooting Microsoft Windows 7, Mac OS.
5. Microsoft Office (Excel, Word, Outlook, Exchange) experience, (Typing 45 wpm).
6. Wi-Fi, LAN, TCP/IP, Network protocols/standards desirable.

7. Proven experience in user Helpdesk Support or Technical Support.
8. Must be a team player who effectively collaborates and communicates well with others.
9. Ability to establish and maintain effective professional working relationships with supervisors, employees, and service representatives.
10. Highly motivated to ensure end-user satisfaction; a customer service oriented mindset.
11. Pleasant, professional attitude and appearance.
12. Self-motivated and flexible in nature to handle other duties and special projects as needed.
13. Can effectively communicate orally and in writing.
14. Flexible to work well under short deadlines, handle multiple priorities, recognize and respond to urgent requests, and quickly adjust to changing priorities and emergent issues.
15. Must be able to maintain confidentiality as appropriate.

Expectations of Staff:

1. Christ-centered behavior at all times. i.e. treating people with dignity, respect, compassion and integrity.
2. For all grievances, follow Matthew 18 and Ephesians 4:15.
3. Proactive participation in the Governance system.
4. Successful completion of a background check, LiveScan and references.
5. Pleasant and professional personality and appearance.
6. Regular attendee of a Rock Weekend service.
7. Regular involvement in Rock Church activities, ministries and events.
8. Attendance at all mandatory meetings (and events, as needed).
9. A tithe of 10% to the Rock.
10. Signed acknowledgement of the Rock Church Statement of Faith.
11. Adheres to policies and procedures as stated in the Rock Church employee handbook.

Physical Requirements:

Ability to function independently and ability to speak. Physically able to lift up to 25 lbs (with or without assistance). This position also may require long periods of standing up and walking.

Employment At-Will:

All employees of The Rock Church are at-will, and as such, are free to resign any time without reason. The Rock Church likewise, retains the right to terminate an employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be, construed as a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of the Rock Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.