



ROCK
CHURCH & TRAINING CENTER

JOB DESCRIPTION

Position: **Technical Support Specialist**

Reports to: **Chief Operating Officer**

Position Status: **Regular Full-Time Exempt**

Department : **Operations**
Effective: **January 2009**
Replaces: **All Previous**
Position Number: **RC-02-09**
Posting Date: **January 9, 2009**
1st Closing Date: **Open Until Filled**

Position Summary:

The Technical Support Specialist will be responsible for the day to day maintaining of 100+ desktop and laptop windows systems and 10+ Macintosh systems. In addition to the technical roles of the position, the candidate must have previous customer support experience and be able to maintain a professional attitude under stressful conditions.

Job Responsibilities and Duties:

1. Main support for approximately 100 to 150 users
2. Overall responsibility for Laptops (both MAC and Microsoft platforms).
3. Extensive troubleshooting with satisfactory conclusion and user satisfaction as the result.
4. Advanced troubleshooting for Vista, XP, Office, Mac OSX.
5. Work with vendors to take care of any issues with the hardware that is currently under warranty
6. Onsite primary level of support for the end users.
7. Aggressive research in all avenues of problem resolutions.
8. Recommend actions to management for coordinative product solutions.
9. Conduct technical training and product briefings with end users.
10. Responsible for conducting technical analysis of product implementations, determining technical solutions and assessing product needs according to managements' requirements.
11. Minimal facilities duties (i.e. arranging employee moves, moving computer equipment)

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 Chief Operating Officer.

Job Skills and Requirements:

Education and Experience:

1. Bachelor's degree (B.A.) from four-year college or university preferred but not required.
2. 5 years (minimum) experience maintaining PC's and Laptops.
3. Customer service or helpdesk background.
4. Microsoft or A+ Certification.
5. Macintosh OSX experience.
6. Experience supporting and Troubleshooting Microsoft Vista, XP, Mac OS.
7. Must possess critical experience in desktop systems hardware and current Macintosh OSX (including Leopard), Apple peripherals, and enterprise integration of same.
8. Experience in trouble shooting/repairing Microsoft applications including MS Word, Excel, Exchange, Project, Visio, and system networking issues.
9. Must have Microsoft Office (Excel, Word, Outlook, Exchange) experience
10. Experience with WIFI, LAN, TCP/IP, Network Security desirable.
11. Experience supporting Printers and Monitors.

Ministry Related:

12. Must be a team player who effectively collaborates and communicates well with others.
13. Ability to establish and maintain effective working relationships with supervisors, employees and service representatives.
14. Highly motivated to ensure end user satisfaction; customer service oriented mindset.
15. Strong communication and interpersonal skills are required.
16. Pleasant, professional personality and appearance.
17. Ability to work well under short deadlines, handles multiple priorities, recognize and respond to urgent requests, and quickly adjust to changing priorities.
18. Ability to meet project deadlines.
19. Self-motivated and flexible in nature to handle other duties and special projects as needed.

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. Successful completion of a background check.
4. Pleasant and professional personality and appearance.
5. Regular attendee of a Rock Weekend service.
6. Regular involvement in Rock Church activities, ministries and events.
7. Attendance at all mandatory meetings (and events, as needed).
8. A tithe of 10% to the Rock.

9. Signed acknowledgement of the Rock Church Statement of Faith.
10. Adheres to policies and procedures as stated in the Rock Church employee handbook.
11. Member of the Rock A.R.M.Y.

Physical Requirements

Ability to function independently and ability to speak. Physically able to lift up to 50 lbs (with or without assistance). This position also may require long periods of standing up and walking.