

**VACANT POSITION:** *I.T. Systems & Network Technician*  
**ACCOUNTABLE TO:** **Information Technology Director – Trace Pupke**

**PURPOSE:** To serve the church by providing technical assistance in the areas of data, hardware, software, and telecommunications administration and maintenance – including end-user support and training.

**PRIMARY DUTIES AND RESPONSIBILITIES:**

1. Maintain all computer hardware and software for both on and offsite locations. This will include:
  - Deploying and supporting hardware – workstations, laptops, servers, and other accessories.
  - Installing and maintaining church supplied and supported software.
  - Configuring, maintaining, and administering all network printers, network wiring, fax machines and related items. This would include an understanding and knowledge of current wiring and routing of cables for computers, switches, and telephones.
  - Maintaining current records of hardware and software owned by the church.
  - Performing regular computer maintenance, program updates, repairs, and troubleshooting as needed.
2. Provide training and support for users as needed on use of workstations, working with files, storing items on the servers, e-mail operation, and any other necessary computer skills.
3. Assist the IT Director with the daily administration of the LAN and WAN network, servers, and interface equipment to provide system stability and integrity. Develops policies and procedures in network system use, administration, and maintenance.
4. Assist the Information Technology Director to establish and maintain procedures for regular preventative maintenance with vendors and service providers. Document procedures for and coordinate execution of general administration, such as, adding and configuring new users, managing tape backups, etc.
5. Assist the Information Technology Director with the planning, development, and implementation of industry best practices, service level agreements, and support protocols.
6. Cooperate with the pastoral staff, church leadership, and supervisor by performing any other duties when asked.
7. Oversee staff, vendors, and others as required to maintain the above equipment and services.
8. Attend regular meetings with the supervisor and other church leadership as needed.

**HOURS** – The position is full-time and the work will require at least 40 hours a week.

**JOB REQUIREMENTS**

1. Excellent computer and inter-personal skills, and a willingness to learn additional skills as needed.
2. Associates degree in computer related field and significant (2 to 3 years) hands-on experience with hardware repair and maintenance of computers and printers preferred.
3. Extensive hands on experience installing/reinstalling operating systems and applications. This includes network, printer, and other driver software. Must be familiar with common office automation applications (e.g., Microsoft Office, including Outlook, and anti-virus software).
4. Must have knowledge of network structure, security, and function.
5. Must be able to plan, install and manage physical network cabling.
6. Must have knowledge of network printer function and the ability to troubleshoot printing problems. Will also work with service vendors.
7. Should have knowledge of network phone functions and the ability to troubleshoot problems. Will also work with service vendors.
8. Knowledge of Mac operating systems a plus.
9. Be service oriented and able to help users at all levels of knowledge base.

10. Ability to prioritize work and meet schedules and deadlines.
11. Have strong organizational skills with emphasis on detail and follow-up.
12. Have excellent oral and written communication skills.
13. Must have ability to lift up to 40 lbs while moving and installing computer equipment.
14. Be available for on-call duties which will require carrying a phone and respond to calls outside normal work hours. (Likely to occur only during church event times.)
15. Be open to assume additional responsibilities as requested, and perform ad-hoc duties as required
16. Must be able to trouble-shoot and repair computer systems.
17. Preferred employee to be a member of Seacoast Christian Community Church and faithfully support the church with your finances and attendance.

Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_ Accepted by: \_\_\_\_\_ Date: \_\_\_\_\_  
Trace Pupke