



Job Description – IT Support Analyst

Position Overview

The IT Support Analyst helps maintain the information technology systems at Grace Church of Greater Akron, including all of its facilities.

Reporting Channels

The IT Support Analyst reports to the Manager of IT.

Essential Job Functions

- Provide Help Desk and workstation support to church staff and occasionally to members of the congregation. Identify, research, and resolve technical problems.
- Maintain a log of support requests and monitors the problems to insure a timely resolution.
- Manage desktop and laptop computers through purchasing, software licensing, installation, implementation, inventory tracking and training. Must be able to move heavy equipment from cart to desk (printers, monitors, computers, etc.)
- Install network and phone wiring as needed. Must be able to work on ladder.
- Help manage servers and networking systems.
- Help manage phone systems at each facility.
- Help maintain security of IT systems.
- Help manage the church database systems
- Help staff work with website and website designer. Act as technical liaison so website processes support and interact well with internal systems and processes.
- Support additional technologies that work with the website. (ie. Wufoo)
- Work with qualified volunteers when possible to supplement the IT staffing needs of the church.
- Work with the Pastoral Staff across campuses to support the purposes and direction of Grace Church.
- Any other assignments as given by the Manager of IT.

Education

- Bachelor degree or equivalent experience.

General Requirements

- Must be a committed follower of Jesus Christ.
- Must have a servant's heart.
- Must adhere to and support the vision and philosophy of Grace Church and its leadership.
- Must possess organizational, multi-tasking, and project management skills. Able to meet deadlines and time sensitive requests.
- A team player as well as able to lead others.
- Must possess a strong work ethic.

- Must have a heart focused on ministry. People are more important than projects. We disciple as we lead.
- Ability to maintain a positive outlook and spirit of teamwork even in the midst of time sensitive projects and a busy office.

Required Proficiencies

- Microsoft Windows desktop operating systems
- Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Outlook)
- Smartphone technologies that connect to Microsoft Exchange
- Printers and copiers
- Installation and troubleshooting of network and phone wiring
- Actively learning Microsoft Windows Server, Exchange Server, Terminal Server
- Actively learning to configure switches, routers, WAN connections, VPN
- Interested in database management
- Helpful to be familiar with Adobe Creative Suite software
- Helpful to be familiar with Macintosh OS