

Position Description

Mountain Christian Church

Technical Support Specialist

Purpose of Mountain Christian Church

To make disciples, more and better disciples

Goal for Mountain Staff

To have a team that is good at what they do, loves what they do, and loves the people they're doing it with.

Purpose of the role

Guide, provide, and support the IT needs of Mountain Christian Church, Epicenter/Tabatha's House, and related entities.

Principle Function

The Technical Support Specialist is responsible for delivering end user administration, management, and support across our multi-site organizations, supporting 150+ staff members in 6 locations. This position will ensure reliable operation of laptops, software, mobile connectivity, printers, and related systems, ensuring smooth daily operations and a secure, well-maintained technology environment.

The ideal candidate is proactive, people-focused, and experienced in the setup, configuration, and support of Windows and Apple devices, the Microsoft ecosystem including Microsoft 365 and the related suite of Management Centers, along with device management platforms.

This position is a full-time position that works 40 hours per week and is classified as an exempt position.

As many Ministry activities occur outside of standard business workday hours, flexibility is required to adjust as needed.

Role Level

x	Team Member (a person who leads themselves and potentially volunteers)
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Role Association

x	Ministry Support Team , serving broadly in support of all campuses.
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Competencies

All Team Members should be able to:

- **Communicate well.** Communicate well in both writing and speech across multiple organizational levels.
- **Use technology effectively.** Use core technology systems and program used by the church (including but not limited to Microsoft Office)
- **Execute ministry.** Perform the most basic forms of ministry within your ministry context/area.
- **Manage work effectively.** This person must be able to make steady progress on long-term goals while simultaneously managing various short-term concerns. Must effectively manage the tensions between "urgent" & "important," tasks & relationships.

As a leader of volunteers, this person should be able to:

- **Develop people.** This person must create an environment of high invitation and high challenge where those under their leadership are supported, valued, equipped, and called forward in their discipleship journey and vocation.

- **Build teams.** Invite, assimilate, equip, edify, and transition people into meaningful ministry roles. This requires the ability to delegate.
- **Lead from here to there.** This person must be able to see a vision of where the team needs to go, assess the reality of the current situation, and make and execute a plan to get from where we are now to where we want to be. This requires problem solving, creativity, strategic thinking, managing change, risk-taking, care for people, and wisdom.
- **Identify & communicate ministry-specific values/vision/processes/systems.** The leader must establish direction and goals for their specific ministry and create the structures that help support the vision and its execution. This requires critical thinking across micro and macro levels of the ministry to create processes to make ministry happen.
- **Evaluate & improve.** Evaluate all aspects of ministry, systems and staff and give edifying feedback that leads toward improvement. This includes conducting staff performance evaluations.
- **Deal with conflict & lead through tension.** This person must have a keen sense for when something is “off” or “smells funky” and be willing to engage. They should have a knack for diffusing tension, helping people refocus on what matters, and building unity amidst a diversity of people. This person must protect the mission from conflict and tension that sap energy and distract from the main thing.
- **Manage ministry budget & allocate resources.** Manage and allocate financial and human resources within boundaries.
- **Stay organized.** This is a multi-faceted position that demands multi-tasking. This person must be able to prioritize and manage time and resources well.

The following competencies are specific to this role:

- 3+ years of experience in technical support, help desk, desktop support.
- Demonstrates working knowledge and hands-on experience in the setup, troubleshooting, and management of Windows, macOS, iOS.
- Strong understanding of Microsoft 365 ecosystem and device management platforms.
- Experience supporting distributed teams across multiple locations.
- Good understanding of networking fundamentals and general IT infrastructure.
- Strong understanding of cybersecurity best practices, industry best practices, guidelines, and policy development.
- Hands-on experience with a range of software and hardware tasks.
- Excellent communication, organization, and problem-solving skills. □Ability to explain technical concepts to non-technical users.
- Ability to research and evaluate alternatives, understand impacts, potential changes, and risks.
- Demonstrate presence of mind in working with staff from all levels and areas of the organization and while representing the organization to external audiences.

Responsibilities

As a leader of volunteers, this person is responsible for:

- Excellent communication with their team members, casting vision, clarifying expectations, measuring progress, cultivating culture, setting and accomplishing goals, maintaining alignment with the mission and values, and developing the people in their area.

More specifically, this person’s responsibilities are as follows:

- Install, configure, maintain, and support laptops, mobile devices, peripherals, and related software.
- Support Windows and Apple operating systems.
- Support Microsoft 365 and other software tools.
- Perform iPad, printer, and card reader distribution, setup, updates, and troubleshooting to ministries including Kids, Students, and the Welcome team.
- Perform Windows and Apple device management utilizing Microsoft Intune and Mosyle.
- Serve as the first point of contact for technical issues, resolving everyday requests (password resets, device setup) as well as more complex software and hardware tasks
- Diagnose and resolve hardware, software, network, and connectivity concerns in a timely and professional manner.
- Maintain inventory of devices, licenses, and IT assets.
- Monitor system health, troubleshoot service issues, and manage identity and access controls.
- Work closely with the IT Team to implement new tools, technologies, and security standards.
- Effectively work in a highly interactive manner within the IT Team as well as alongside ministry areas, difference makers, external ministry partners, congregants, and participants.
- Fulfilling other responsibilities and tasks as assigned.

Hours/Compensation/Benefits

- Salary: \$50,000-\$60,000 depending on experience
- Excellent benefits package including 5 weeks paid time off and 10 paid holidays.
- Eligible for medical, vision, and dental benefits (single, husband/wife, employee/child, and family) starting the first day of the following month after date of hire
- 403B plan with employer match after 4 years
- Option to contribute to the employer's 403B plan
- Paid basic life, AD&D, and long-term disability insurance
- Option to purchase additional life and AD&D insurance

Contact

Please submit resume to jobs@mountaincc.org