



# Helpdesk Specialist Job Overview

*Qualifications for employment at Watermark include having made a life commitment to Jesus Christ, agreement in writing with the Beliefs and Governance statements of Watermark, and having a work history and a lifestyle that are consistent with biblical principles. Must be an existing member of Watermark or willing to become one.*

**JOB TITLE:** Helpdesk Specialist

**DEPARTMENT:** Technology

**REPORTS TO:** Director of IT Support Services

**FLSA STATUS:** Exempt

**TIME REQUIREMENTS:** Full-time; in-office

**CLASSIFICATION:** Non-Ministerial Role

**VISION:** Abiding in Jesus, we are making disciples together.

**POSITION SUMMARY:** Responsible for providing a stable computing environment for Watermark Community Church, serving alongside volunteers, and expanding the role and usage of Information Technology at Watermark.

## **POSITION RESPONSIBILITIES:**

- Help Desk Administrator
  - a. Monitor the helpdesk ticketing system to support Watermark Staff with computer/software issues.
  - b. Set up and support computers, printers, smart devices, video conferencing, and servers for multiple campuses
  - c. Assist the IT project manager in the configuration and maintenance of network equipment and servers
  - d. Create and update user accounts, email addresses, phone numbers, and M365 group memberships
  - e. Install and support all software programs as needed
  - f. Assist ministry leaders to make informed technology decisions
  - g. Participate in on-call rotation and daily team standup meetings
- Computer Hardware and End-User Support
  - a. Work with ministries to maintain check-in systems and computers
  - b. Support a predominantly Apple Mac environment
  - c. Onboarding new users and assist in training staff on operating systems and software as requested
  - d. Make recommendations to the director of IT support services for supporting new ideas and projects
  - e. Troubleshoot hardware and software issues and facilitate repairs as needed
- Special Projects
  - a. Works with the Technology Team on special projects which may include reporting, configuration, or other technical needs at the request of ministries
  - b. Manage and oversee Mosyle and other deployment tools
  - c. Other duties as assigned
- Participate in general Watermark staff-required activities (expense reporting, Staff on Call, staff meetings, retreats, Christmas Eve, Easter, other “all hands on deck” events, etc.)

## **ROLE QUALIFICATIONS:**

- Commitment to the vision and 10 markers of Watermark Community Church
- Commitment to Watermark’s staff values: Dependent, Unified, Excellent, and Fun (DUEF)
- Servant
- Passion for ministry
- Learner
- Self-starter
- Team player
- Working Genius of Tenacity and Enablement

*All employees' job descriptions are subject to change from time to time at the sole discretion of management.*