



IT 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: IT Helpdesk Specialist

FLSA STATUS: Non-Exempt

DEPARTMENT: IT

REPORTS TO: Director of Information Technology

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

SPIRITUAL GIFTS: Serving, Administration

ESSENTIAL SKILLS & EXPERIENCE:

- Education or job knowledge equivalent to four years related experience in the field of Networking and IT Management.
- Knowledge of computer networking systems, wireless access, systems management, security, and computer skills.
- Experience in troubleshooting problems and configuring equipment so ministries can do their jobs well in connecting with people.
- Dependable and discreet multi-tasker who maintains a professional attitude while solving problems.

POSITION RESPONSIBILITIES:

1. Help Desk Administrator

- Monitor the Helpdesk ticketing system to support Watermark staff with computer/software issues.
- Build, set up, and support computers, printers, smart devices, video conferencing, and servers for multiple campuses.
- Assist the Network Administrator in the configuration and maintenance of network equipment and servers.
- Submit requests for equipment for approval by the Director of Information Technology.
- Create and update user accounts, email addresses, phone numbers, and group policies (GPOs).
- Maintain anti-virus software.
- Participate in on-call rotation.

2. Sunday Lead Campus Tech

- Assist with the planning and deployment of new campus technology.
- Manage the weekly Sunday operations to ensure campuses are running successfully.
- Work with ministries to plan and deploy technologies for Sunday ministry programs.
- Support ministries and troubleshoot issues that need to be resolved immediately.

3. Computers and Hardware

- Install and support all software programs as needed.
- Work with ministries to maintain check-in systems and computers.
- Assist ministry leaders to make informed technology decisions.
- Onboarding new users and assist in training staff on operating systems and software as requested.
- Make recommendations to the Director of Information Technology for support needs.
- Troubleshoot hardware and software issues and facilitate repairs as needed.

4. Special Projects

- Works with the Director of Information Technology on special projects which may include reporting, configuration, or other technical needs at the request of ministries.
- Manage and oversee Jamf and other deployment tools.
- Salesforce administration

MARKERS OF AN IDEAL CANDIDATE:

- Servant
- Passion for ministry
- Learner
- Team Player