Staff Role Description
Helpdesk Technician

Ministry:	Information Technology
Reports To:	Director of Production & IT
Average Hours Per Week:	Part-time, 20 hours per week
Role Type:	Non-Exempt
Last Revision Date:	June 2023

Role Overview

The Helpdesk Technician will provide technology solutions and systems support for all staff and volunteers across all campuses of The Chapel. This person will be the first that people interact with when they have technology issues and therefore, must have excellent people and communication skills as well as proficiency with technology. Responsibilities also include maintenance of computers, servers, installing/updating computer and server software, technology asset inventory and troubleshooting technology solutions. This person must have excellent problem-solving skills and the ability to train and communicate technology issues with non-technical people.

General Requirements

The Helpdesk Technician must embody the purpose, vision and values of The Chapel, as outlined below, by being a visible example and model to all those within their scope of influence.

Our **PURPOSE:** *To help people come alive to God*
Big Idea: Revival -- All of God in all of us for all of our world
Revival happens when we help our people …
- Carry the Christianity of Jesus
- Pray Heaven to Earth
- Be a Force for Good
- Live as part of a Kingdom Community

Our **VISION**: *To help ignite a spiritual revolution*
We want to see our purpose of helping people come alive to God happen on a grand scale by multiplying Kingdom Communities through …
- Widespread Spiritual Awakening (All of God)
- Revitalization of the Church (All of us)
- Transformation of Society (All of our world)

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Our **VALUES**: *We are a people completely giving ourselves to God and others, believing Him for really big things, never pretending to be anything we aren't – and finding ways to enjoy life and have a lot of fun along the way.*
- Be All-In: A fully-committed people who come in third
- Have Expectant Faith: He is who he said he is and will do what he said he will do
- Be Authentic: Honest, forthright, plain-spoken and integrity-filled
- Have Fun: Vibrant, winsome, joyful people

Additionally, the Helpdesk Technician must …
- Be an example of the type of Christ follower that we want our people to become by holding to our statement of beliefs, practicing our approach to ministry and embodying our culture
- Demonstrate a passion and aptitude for making disciples of Jesus and embrace genuine Christian community as the primary vehicle of discipleship at The Chapel
- Believe that the Holy Spirit indwells and empowers every follower of Jesus, and consistently experience the very power and presence of God at work inside, through, and around themselves as they participate in God's mission in the world
- Share in the continued mission of Jesus by consistently ministering, through the power of the Holy Spirit, God's presence, love, truth, and power to all those encountered
- Have a strong relationship with God, as evidenced by a healthy devotional and moral lifestyle
- Have a strong family life, as evidenced by the quality of the relationship with their spouse and children (where applicable) and their ability to effectively manage their finances
- Be inspiring, motivating others to sacrifice for God
- Be an effective communicator, formally and informally, verbally and with the written word, with warm and engaging interpersonal skills that are both relational and inspiring
- Have demonstrated abilities as an action-oriented leader, have good follow through, and have high level of multi-tasking abilities
- Possess a desire to continually learn new skills and processes
- Have strong interpersonal skills and demonstrated ability to train, communicate and support both novice and advanced technology users
- Have excellent troubleshooting, problem solving, and documentation skills
- Have the ability to manage detailed work while still understanding the bigger picture
- Have the ability to work with minimum supervision and still complete high-quality work while still meeting deadlines
- Have the ability to travel independently to and work at any Chapel campus with a primary focus on our northern campuses in Wisconsin
- Have a college degree or equivalent professional technical training plus a minimum of 1 year of experience in a technology support position or similar role
- Have proven experience in the following areas:
  - Mac and Windows in an Active Directory environment
  - Helpdesk system management
  - Training and supporting staff and volunteers on Windows, Mac OS, Microsoft Teams, Office 365 and other applications
- Have the ability to lift up to thirty pounds, move and climb ladders and carry or push equipment
- Have the ability to be on an on-call rotation and respond to emergency requests after regular office hours on an as-needed basis
- Have proven and successful experience in all areas under the Primary Responsibilities

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Primary Responsibilities

- Onboarding and Offboarding staff
  - Equipping staff with the tools they need to effectively execute the duties of their job
- Connectivity Support
  - First line of support for network issues
  - Troubleshoot network connection problems both inside and outside our network
  - Monitor network activity to anticipate bottlenecks and problems down the road
  - Ensure access to the network though wired, wireless, or remote means as needed
  - Escalate concerns to the Director of Production/IT when needed
- Network Access and Security
  - Provide network accounts as needed with appropriate security considerations
  - Ensure that computers are adequately protected from viruses and malware
- Collaboration
  - Work with individual ministries to accomplish church wide goals
  - Work with the Director of Production/IT, the Systems Administrator and volunteers to coordinate large deployments and changes to the network
- Helpdesk Support
  - Responsible for the efficient management of The Chapel's helpdesk system and timely resolution of tickets
  - Primary support person for all helpdesk tickets
  - Remotely manage and support staff computers through Jamf and remote access tools when needed
  - Creating Jamf Self Service packages for common software and settings
  - Creating accurate and helpful documentation
- Chapel Phone System
  - Responsible for maintaining The Chapel's phone system
  - Perform add/move/change operations as needed
  - Provide personal training to staff and volunteers on using phones
- Network Backup
  - Perform regular and thorough network backups
  - Verify and Test Backups
- Security Cameras
  - Monitor and troubleshoot security systems
  - Work with campuses and Facilities to accomplish video surveillance goals
- Access Control
  - Maintain the access control system
- Special Projects
  - Projects may include proposals for new network and computer equipment, research into new technology, and working with ministries on special projects
  - Assist with creating the IT budget

This role description is meant to describe the general nature and level of responsibilities being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of their position.