

JOB DESCRIPTION

Helpdesk/System Administrator – CBC/PCA

RESPONSIBLE TO: TechOps Director

AREA/LOCATION: CBC/PCA

POSITION TYPE full time: 40 hours/week

POSITION DESCRIPTION:

As a System Administrator/Helpdesk Technician, you will be supporting end-users across our Church and School. You will be part of our TechOps team with a focus on providing a good experience for end users. We are looking for an individual who is active in their church, with a positive attitude that enjoys working in a team environment. In this role, you will be responsible for answering and responding to incoming emails, and ticket submissions. Other responsibilities will include managing our servers and infrastructure both on and off site, researching solutions for new and unresolved issues, maintaining an accurate hardware inventory, and other common System Administrator duties.

SKILLS AND QUALIFICATIONS

Required Skills:

- Excellent verbal and written communication skills with attention to detail and accuracy.
- Excellent documentation skills for assisting in the creation and maintenance of an internal knowledge base.
- Microsoft Active Directory configuration and support
- HyperV Server virtualization and ongoing maintenance
- Windows Server 2012/R2, 2016, 2019 Administration
- Network Infrastructure Support
- DNS Administration
- This position is a 40 hours/week position with typical duty on site on Sunday's, with remaining hours between Monday-Friday as coordinated with the TechOps Director.
- Confidentiality – This position regularly handles confidential information. Confidentiality must always be maintained for this kind of information.
- Key attributes and Characteristics: work well as part of a team and individually, has a servant-leadership approach to their work, strong interpersonal skills, collaborative workstyle and customer service attitude, good attention to detail and ability to multitask with interruptions.
- Demonstrates flexibility and adaptability to changing events and circumstances.
- Exercises good judgment in organizing and prioritizing work assignments while managing multiple, simultaneous activities.

Education/Desired Skills:

- Industry Certifications preferred (ACSA, CompTIA Network+, CompTIA A+, etc)

Other:

- Must be a committed follower of Jesus Christ.
- Prefer the person to become a member of Calvary Baptist Church.
- Position provides benefits package including medical, dental, vision, life, and disability insurances as well as vacation/time off and tuition discount for PCA. Benefits are effective first day of full time employment.
- Calvary Baptist Church/Plymouth Christian Academy offers ongoing training and certification through ITPro.tv.