

Concord Church Position Description
Job Title: Systems Administrator
Reports to: Director, Communication and Technology
Updated: August 10, 2017
Exempt (Administrative Exemption)

General Summary

The IT Manager is responsible for directing and managing the daily operations and projects related to computers, phone systems, mobile devices, and the church's database. Leads the IT staff and volunteers to efficiently and effectively provide Help Desk support, network and systems management, and general IT project oversight.

The IT Manager exhibits the seven Core Values of Concord Church:

- ***Dedication to Personal Growth*** – Is intentional about personal development as a man/woman, believer, and a staff member. Ephesians 5:15-21
- ***Dedication to H.I.T. (Honesty, Integrity and Truthfulness)*** – Able to confront self and others by being truthful with a spirit of love. Ephesians 4:14-32
- ***Effective Communication*** – Communicates using the THINK methodology (is True, Helpful, Inspiring, Necessary and Kind). Psalm 15
- ***Servant's Heart*** – Will possess compassion for others and a kind spirit. Philippians 2:3-16
- ***Team Spirit*** – Supports the team by having a strong work ethic, being responsive to deadlines, exhibiting professionalism at all times, actively works to resolve any conflicts that arise, and is flexible whenever necessary. Galatians 6:1-7
- ***Loyalty*** – Committed to God's will, the Executive Pastor's vision, the church's mission and vision, follows leadership, and supports the entire team. 1 Peter 2:13-25
- ***Work hard, Play hard*** – Carries out job responsibilities with passion and completes the necessary tasks to accomplish the church's mission and vision. Proverbs 17:22

Essential Functions

- Hires, trains, and manages the Help Desk Technicians and the Database Administrator.
- Responsible for the church's servers and other information system equipment. Ensures the servers, database, and firewalls are secure.
- Assists with second level Help Desk requests, special event configurations, and office moves.
- Maintains the church's phone system.
- Implements policies and procedures regarding problem identification and resolution. Identifies trends and offers suggestions for hardware/software upgrades and process improvements.
- Collaborates with other staff members to understand operational processes and technological requirements; coordinates implementations and projects to meet users' needs.
- Maintains computer hardware and software is regularly updated.

- Evaluates and selects IT vendors. Manages vendor relationships and maintenance agreements.
- Recommends appropriate maintenance strategies to ensure the system is available 99% of the time and that proper backup and recovery procedures are implemented.
- Analyzes system usage and recommends adjustments to systems and/or equipment.
- Continuously researches opportunities to implement technological advancements, improvements in processing speed, and automation while maintaining or reducing costs.
- Attends and successfully completes all training as required by Concord Church.
- Performs other duties as assigned.

Supervisory Responsibilities

This position supervises the Junior Systems Administrator, Help Desk Technician I and the Database Administrator.

Education and Experience

This position requires a minimum of a Bachelor's degree from an accredited college or university, preferably in computer science or a related field. A Masters' degree in business administration or computer science is preferred but not required.

This position requires a minimum of 3 years of IT management experience, including experience with databases, IT strategy, supervisory responsibility, and IT security.

Physical Requirements

An employee in this position primarily works in a typical office environment, is generally sedentary, and uses computers, calculators, printers, phones, and other office equipment to draft fulfill the position duties. An employee in this position is required to walk, hear, speak, and stand to interact with customers, church members, and volunteers. Must be able to lift up to 40 pounds. Work is conducted in a fast-paced, rapidly changing environment. The ability to manage stress, build professional and collaborative relationships, and reason through complex church business situations is required. A flexible schedule is required since this position requires evening and weekend work.

Travel Requirements

This position does not have any travel requirements.

Concord Church Membership

This position is not required to be a member of Concord Church. Employees in this position are expected to sincerely hold the same religious [beliefs](#) as expressed by Concord Church.