

Concord Church Position Description
Job Title: Systems Administrator
Reports to: Director of Communications and Technology
Updated: May 6, 2017
Non-Exempt

General Summary

The Systems Administrator is responsible for supporting the daily operations and projects related to computers, phone systems, server infrastructure, and network systems.

The IT Administrator 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

- Responsible for server infrastructure and all other information technology equipment and services.
- Assesses, improves, and maintains confidentiality, integrity, and availability of technology systems.
- Recommends appropriate maintenance strategies to ensure systems are available 99% of the time and that proper backup and recovery procedures are implemented and maintained.
- Maintains phone system
- Maintains centralized repository of documentation and procedures.
- Manages helpdesk and troubleshoots user-reported issues.
- Collaborates with other staff members to understand operational processes and technological requirements; coordinates implementations and projects to meet users' needs.
- Acts as technical point of contact for computer, phone, network, server infrastructure, and other approved IT vendors who perform installations, maintenance, upgrade, or troubleshooting work.

- Assists with second level Help Desk requests, special event configurations, and office moves.
- Attends and successfully completes all training as required by Concord Church.
- Performs other duties as assigned.

Education and Experience

This position requires a minimum of a Bachelor's degree from an accredited college or technical school in computer science or a related field. Appropriate and non-expired certifications may be held in lieu of a degree.

This position requires a minimum of 3 years of hands-on systems administration experience, including experience with computer, server infrastructure, and network systems. This role requires personal experience with planning, implementing, and maintaining IT systems.

Supervisory Responsibilities

This is an individual contributor role with no direct reports.

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.