



MINISTRY DESCRIPTION

Position Title: Help Desk Technician	Department: IT
Reports to Position Title: IT	Revised: 07/06/2017

- | | | |
|--|--|--|
| <input type="checkbox"/> Full-time | <input checked="" type="checkbox"/> Part-time | <input type="checkbox"/> Contract |
| <input type="checkbox"/> Exempt | <input checked="" type="checkbox"/> Non-exempt | |
| <input type="checkbox"/> Pastoral Ministries | | <input type="checkbox"/> Administrative Ministries |

POSITION SUMMARY:

The help desk technician's primary goal is to provide fast and useful assistance on computer/technical systems. They will answer questions on technical issues and offer advice to solve them.

An excellent help desk technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution in terms the end-user can understand. They must also be user-oriented and have patience in dealing with end-users.

The goal is to assist Grace Church staff in accomplishing the mission of Grace Church by providing technical support to increase productivity and efficiency.

GENERAL QUALIFICATIONS:

1. Exhibits a meaningful and growing personal relationship with Jesus Christ as Lord and Savior as evidenced by the manifestation of the fruit of the Holy Spirit.
2. Has a commitment to personal and active participation in the fulfillment of the Great Commission. (Matthew 28:18-20)
3. For Pastoral Ministries Staff positions, the staff member is willing to become a member of Grace Church, regularly and consistently attending the weekend worship services and participating in the life of the church.
4. Has demonstrated skills in relating to and working with people, especially volunteers, church staff, the congregation and others, within a team environment.
5. Has demonstrated a spiritual capacity and heart willingness to view this ministry as being a ministry unto the Lord, by serving the body of Grace Church.
6. Compatibility with the Grace Church Mission, Vision, Values, and Priorities and a lifestyle appropriate to a person in Christian ministry.
7. Has a commitment to prayer, as evidenced in both corporate and personal prayer times.
8. The staff member agrees to abide by the staff handbook.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- 1. Minimum years of relevant experience: 1
- 2. Education: High School
- 3. License/Ordination: N/A
- 4. Knowledge areas: Computer Systems
- 5. Flexibility for evenings/weekends: Yes No
- 6. Computer applications:
Level: Expert Intermediate Novice/Beginner
- 7. Communications:
 Public Speaking Writing Telephone
 Small Groups Counseling
- 8. Management/Leadership Experience:
- 9. Other Skills:

SPECIFIC QUALIFICATIONS, PRINCIPLE DUTIES, AND RESPONSIBILITIES:

- 1. Serve as the first point of contact for users seeking technical assistance over the phone or email
- 2. Perform remote troubleshooting through diagnostic techniques and pertinent questions
- 3. Determine the best solution based on the issue and details provided by users
- 4. Provide accurate information on IT products or services
- 5. Follow-up and update user status and information
- 6. Identify and suggest possible improvements on procedures

REPORTING RELATIONSHIPS/NUMBER POSITIONS SUPERVISED:

Position Titles of Direct/Indirect Reports

Direct

Indirect

Total Direct:

Total Indirect

COMPLETED BY:

Supervisor: JR Stanley

Signature: _____

Date:

APPROVED BY:

Department Head: Sam Houston

Signature: _____

Date:

REVIEWED BY STAFF MEMBER:

Name:

Initial:

REVIEWED BY HR:

HR Representative: Sam Houston

Initial:

POSITION DESCRIPTION IS NOT LIMITING, BUT SERVES AS A GUIDE FOR PRIMARY RESPONSIBILITIES.