



Position Title:	Network/HelpDesk Coordinator
Hours/week:	40+ (Full-time)
Reports To:	Director of Information Technology
Classification:	salary/exempt
Salary:	\$40,000-\$55,000 annually (hourly equivalent: \$19.23-\$25.44)
Benefits:	Individual medical/dental/vision/life insurance options; eligible to participate in HSA and 403(b); vacation/personal/sick time

This staff position is essential in the ministry of Woodmen Valley Chapel (Woodmen) to spread the gospel and expand God's kingdom by gathering, connecting, growing and contributing. The individual in this role is to fulfill the following responsibilities in such a way as to demonstrate and live out Woodmen's vision to love well and change lives through Christ.

PRIMARY RESPONSIBILITIES:

1. Supports, configures and maintains all network hardware to include servers, firewalls, switches, routers and WAPs
2. Maintains and troubleshoots computer hardware, software, phones and printers
3. Maintains and supports security camera, fob and inventory systems
4. Assists in supporting users through HelpDesk troubleshooting and training, with compassion, patience and understanding
5. Implements new network equipment and upgrades/updates existing equipment as needed
6. Configures, deploys and supports computer hardware via MDM (JAMF)
7. Prioritizes network security, implementing new best practices and monitoring for weaknesses regularly
8. Monitors network performance and improves as necessary
9. Maintains MPLS/ENS network and makes changes as needed
10. Collaborates with tech team to ensure stable weekend environment
11. Maintains inventory of all network equipment, computer hardware and licensing
12. Maintains accurate and up-to-date documentation
13. Maintains log of hardware/network issues/resolutions
14. Supports other IT team members, and both team-wide and church-wide projects
15. Participates in weekend on-call rotation and serves on holidays
16. Assists ministries with event check-ins; remains onsite to assist with events, as needed
17. Other duties as assigned

SKILL/ABILITY/KNOWLEDGE REQUIREMENTS

1. An ongoing relationship with Jesus Christ demonstrated by regular prayer, Bible study, and worship attendance
2. A regular attendee and Commissioned Leader of Woodmen who supports the church vision and values, as well as contributes time and tithes and adheres to Woodmen's Statement of Faith and all policy and belief documents
3. Required: Working knowledge and demonstrable experience in troubleshooting network issues and computer hardware; proven experience in troubleshooting software issues on Mac and Windows Servers
4. Desired: Bachelor's Degree in Computer Science/related field; A+ and Network+/Security+ certification or equivalent
5. Ability to apply computer/network hardware and software systems to business solutions needed by Woodmen
6. Ability to work with a diverse group of professionals and non-professionals in a Christian environment, understand their needs, and enable them to use the tools provided by computer technology
7. Strong analytical skills
8. Ability to instruct others in a compassionate, yet confident and effective manner
9. Must be able to lift and carry up to 50 pounds (equipment/office supplies) and walk/climb stairs
10. Reliable transportation
11. Ability to inspect facilities, offices and computer hardware and network areas, and install network cabling and computer equipment in ceilings, walls, closets, and confined areas