

Qualifications for employment at Watermark requires having made a life commitment to Jesus Christ, agreement in writing with the Beliefs and Governance statements of Watermark, and having a work history and a lifestyle that is consistent with scriptural principles in the Bible.

Job Title: IT Helpdesk Specialist
Department: IT

FLSA status: Exempt
Reports to: IT Director

Position summary: Responsible for providing a stable computing environment for Watermark Community Church, serve alongside volunteers and expand the role and usage of Information Technology at Watermark.

Spiritual gifts:

- Serving
- Administration

Role qualifications:

- Passion for troubleshooting problems and configuring equipment so ministries can do their jobs well in connecting with people.
- A dependable and discreet multi-tasker who maintains a professional attitude while solving problems

Position responsibilities:

1. Help Desk Administrator:

- Monitor the Helpdesk ticketing system to support Watermark staff with computer/software issues.
- Build, set up, and support computers, printers, and servers for multiple campuses.
- Assist the Network Administrator in the configuration and maintenance of network equipment and servers.
- Submit requests for equipment for approval by the Director of Information Technology.
- Create and update user accounts, email addresses, and group policies (GPOs).
- Maintain anti-virus software.

2. Sunday Lead Campus Tech

- Assist with the planning and deployment of new campus technology.
- Manage the weekly Sunday operations to ensure campuses are running successfully.
- Work with ministries to plan and deploy technologies for Sunday ministry programs.
- Support ministries and troubleshoot issues that need to be resolved immediately.

3. Computers and Hardware:

- Install and support all software programs as needed.
- Work with ministries to maintain check-in systems and computers.
- Assist ministry leaders to make informed technology decisions.
- Assist in training staff on operating systems and software as requested.
- Make recommendations to the Director of Information Technology for support needs.
- Troubleshoot hardware and software issues.

4. Special Projects

- Works with the Director of Information Technology on special projects which may include reporting, configuration, or other technical needs at the request of ministries.
- Manage and oversee Jamf and other deployment tools.

TEAM MEMBER CONTRIBUTION:

Actively contributes to the improvement of the ministry of Watermark and provides prayerful support.

- **Teamwork:** Functions well with co-workers, treating them with honor and grace.
- **Spiritual Encouragement:** Encourages spiritual focus and commitment by modeling the Core Values of Watermark Community Church.
- **Improvement of Ministry Operations:** Contributes toward the improvement of the ministry as a whole.
- **Prayer and Staff Involvement:** Regularly attends staff prayer and staff events.

Essential skills and experience:

- A servant's heart.
- Education or job knowledge equivalent to four years related experience in the field of Networking and IT Management.
- Computer skills and knowledge of computer networking systems, wireless access, systems management, and security.