



MINISTRY

POSITION

OPERATIONS

IT and Web Based Projects Technician

POSITION FOCUS

Provide expert technical solutions to all Centre Street Church staff and campus locations, specifically in the areas of computer and telecom devices, network troubleshooting and web-based solutions, ensuring that staff experience high IT related uptime, and the church community has excellent access to web-based information.

POSITION QUALIFICATIONS

1. A reputation for being a fully devoted follower of Christ who models a passion for God, a love for people, and a willingness to serve others.
2. Significant experience (5 years minimum) providing desktop support and web-based solutions.
3. Excellent customer support, including verbal communications and documentation writing skills.
4. Proven ability to troubleshoot IT problems and handle crisis situations calmly.
5. Proven ability to multi-task and work effectively in a multi-person office environment, keeping clients informed on progress whether helpdesk tickets or outages.
6. Expert working knowledge of MS and Apple operating systems, and MS Office, including Office 365.
7. Familiar with Microsoft server-based programs such as server 2016, SQL, IIS, MS Exchange - SharePoint terminal services etc., as this position will assist in supporting our server contractor.
8. Advanced front-end programming skills: HTML 5, JQuery, Javascript, CSS and popular front end frameworks
9. Experience learning and working with a variety of API's
10. Familiar with Point of Sale Systems such as Lightspeed, Moneris and Touch Bistro a definite asset
11. Working knowledge of IBM Blade technology utilizing VMware
12. One who models passion for God, love for all people, and a life of spiritual growth with a clear understanding and passion to see people grow to be Fully Devoted Followers of Jesus Christ.
13. Spiritual gifts essential to the position must be evident including the gifts of Administration, Helps, Encouragement, Wisdom and a Shepherd's heart of compassion.
14. Understands the ministry of the church and the business of the church and has a deep awareness of the importance of the support role administrative staff provides
15. Class 5 Driver's License, driver's abstract in excellent condition, and own vehicle for transportation to various CSC campuses.

PERFORMANCE STANDARDS

1. Understand, support and live out CSC's Membership Covenant and Statements of Faith (as defined in the General Operating Bylaws and Letters Patent).
2. Adhere to and uphold the Personnel Policies, Team Values and Staff Expectations of CSC.
3. Follow established coaching and performance management models.
4. Execute the role to the glory of God, with excellence and an exemplary work ethic.

POSITION EXPECTATIONS

1. General Admin Duties: documentation of desktop process/network and configuration
2. Tracking of all software licenses and IT hardware (Desktop/Network Server Apps, etc.)
3. Provide installation and servicing of shared applications, desktop apps/ programs, files, etc.
4. Desktop Hardware/Software; lab testing new technology and OS integration for rollout
5. Level 1-3 Help Desk Technician; retiring all level 1 and 2 issues, while identifying level 2 and level 3 items for contractor work
6. Project Planning Support/Research; Conduct research, analyze technical data, and develop recommendations for improvements
7. Volunteer Interaction/Mentorship; working and developing volunteers to assist with IT projects
8. System Outages; communicate in writing with all levels of CSC Ministries on both general network administrative and technical levels on planned and unplanned outages, while spearheading necessary repairs. This may require after hours work as required.
9. After hours Emergencies; on-site and/or remote from home as required for network/servers and help desk tickets. After hours according to coverage schedules
10. Actively participate in staff meetings, retreats, organizational development days, all-team days, membership meetings and special events designated by Senior Leadership as required

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11. Develop policies, procedures and plans in keeping with the specific needs of the organization.
12. Access or develop and deliver training to staff and volunteers.
13. Reasonable experience as a .NET Developer or Application Developer
14. Familiarity with the ASP.NET framework, SQL Server and design/architectural patterns (e.g. Model-View-Controller (MVC))
15. Knowledge of at least one of the .NET languages (e.g. C#, Visual Basic .NET) and HTML5/CSS3
16. Provide technical support for web, desktop or mobile applications
17. Fulfill other duties as requested.

POSITION

Full time permanent

SUPERVISOR

Pastor of Finance, Stewardship &
Operations

POSITION SALARY

Within established CSC
compensation guidelines