Foothill CHURCH

INFORMATION TECHNOLOGY SUPPORT SPECIALIST
INFORMATION TECHNOLOGY

OVERVIEW:

Foothill Church exists to glorify God by living as disciples of Jesus who make disciples of Jesus.
This is our mission, and it is carried out through various ministries requiring people with different gifts and abilities. As we continue to grow, we need qualified people who want to work in a growing, vibrant, and fast-paced church to help with the duties in the specific department as well as the Church ministry as a whole.

ROLE SUMMARY:

Information Technology (IT) Support Specialist serves all divisions of the organization - Church, School and Preschool. The Specialist will work closely with department supervisors and all personnel.

QUALIFICATIONS:

- A personal relationship with Jesus Christ.
- Agree wholeheartedly with Foothill Church's Articles of Faith, Statement on Marriage and Sexuality, and Statement of Sanctity of Human Life.
- Commit to exhibit a lifestyle that is consistent with Foothill Church's Code of Conduct and Ethics.
- Reflect a relationship with Jesus Christ by being a person of high character and consistently acts with clear values and beliefs.
- Covenant Partner of Foothill Church or in process of becoming a Covenant Partner.
- AA Degree in Computer Sciences (or related field) or equivalent Technology Certification (e.g., Cisco Certs, CompTIA A+, Network+, ITIL) preferred.
- Experience with Dante Networks and Yamaha soundboard preferred.

ABILITIES:

- Detail-oriented and organized.
- Trustworthy, discreet, and diplomatic, with a strong work ethic.
- Self-starter and disciplined to work in an unsupervised environment.
- Lead and develop positive relations with staff, faculty, parents, students, and vendors.
- Adapt to changes in roles and responsibilities.
- Demonstrable experience in creative, forward-thinking, and problem-solving environments.
- Complete a number of diverse, unfinished projects.
- Personable, humble, and teachable.

KNOWLEDGE, SKILLS, and DEMANDS:

Knowledge
- Basic understanding of Foothill Church's culture and basic theological principles.
- Basic understanding of the role each department plays in fulfilling the mission of Foothill Church.
- Hardware
  - Computers: desktops, laptops, and thin clients.
  - Mobile Devices: smartphones, tablets, and wearables.
  - Peripherals: printers, scanners, monitors, and external storage devices.
  - Networking Equipment: routers, switches, and access points.
  - Servers: physical and virtual servers for applications, storage, and email.
  - Cabling: ethernet cables, fiber optics, and other physical infrastructure.
  - VoIP based phone systems.
- Network
  - TCP/ IP, DHCP, DNS, VPNs, routing, switching, understanding of wired and wireless networks.
  - Network management tools.

- o Understanding of Information, network, and cloud security standards (e.g., IEEE 802.1x).
- o Data protection and privacy standards (e.g., CCPA).
- o Identity and access management standards (e.g., OAuth 2.0).
- Software
  - o Cloud services (Cisco Meraki/ Jamf MDM or equivalent experience).
  - o OSes: Windows, macOS, Basic Linux/ Command Line, iOS, iPadOS.
  - o Office Suites: Microsoft Office 365, Google Workspace.
  - o Collaboration tools: Microsoft Teams, Zoom, Webex.
  - o Remote Desktop Support.
  - o Antivirus and Endpoint Security tools.
- File Storage and Collaboration
  - ○ OneDrive, SharePoint, Google Drive.
  - ○ Microsoft Exchange Online, GMail.
- Virtual Machines: VMware, Hyper-V, Parallels.

Skills
- Maintain biblical integrity when interacting personally with constituents.
- Strong understanding of MacOS, Windows OS, and iOS / iPadOS.
- Possess and maintain a valid driver's license.
- Possess a vehicle that can be used for work purposes.

Relationship Building
- Work well with others.

Mental Demands
- Follow directions and procedures.
- Receive constructive criticism and design suggestions.
- Interpersonally agile; easy to approach and talk to.
- Work in a fast-paced environment.

Physical Demands
- Lift 25 to 75 pounds.
- Perform a variety of physical activities such as standing, sitting, walking, bending, kneeling, crouching, crawling, and climbing ladders.
- Use hands and reach with hands and arms.
- Push and pull objects.
- Perform repetitive motions.
- Work on the computer for long periods.

Environment
- Work near moving parts.
- Work indoor and outdoor.
- Maintain a safe work environment.

SPECIFIC DUTIES and RESPONSIBILITIES:

- Provide Support for Network/ Hardware/ Software/ Device Management/ Cloud Infrastructure across Foothill Organization (Church, School, Preschool), using the technologies outlined above:
  - o Support and troubleshoot desktop processing and workflow issues.
  - o Analyze network issues of varying complexity, including but not limited to, staff or student desktop or mobile devices.
  - o Facilitate technology for ESports activities and live stream environments.
  - o Know the phone system and provide back-up assistance.
  - o Maintain Asset Management System.
  - o Manage user accounts for various cloud services.
- Assist A/V activities for Foothill Christian School and Preschool productions and events.
- Foster vendor partnerships and provide back-up assistance.

REPORTING:

- Report directly to the IT Director.

- Amenable to the Superintendent and the Executive Pastor of Operations.

SHARED VALUES:

- **"I can do that."** We will do whatever it takes to advance the mission of Foothill Church. Nothing is beneath us. Our loyalty is the mission of Foothill Church, not a job description.
- **"Make it better."** We are committed to a culture of improvement. We will never arrive. There's always something we can do better, and we will constantly look for those minor tweaks and major improvements.
- **"Make it happen."** We will take all the time necessary to make a good decision…and no more. We will err on the side of forward movement, and when a decision is made we will make it happen. We value doing over dreaming.
- **"Work should be fun."** We take God seriously, but not ourselves. We laugh at work and often laugh at ourselves. We will create space and seize opportunities to have fun as a staff.
- **"Keep it simple."** We will fight the urge to create more complexity. We will say "No" unless we're presented with a golden opportunity or notice a fatal flaw.

Position Type: Regular, Full Time, Non-Exempt, Administrative/Professional
Schedule: Normally Monday-Friday with some weekend and evening work required for special events.
Hours: Normally 8:00 AM – 4:30 PM. There will be times for which the IT support person will be on-call for troubleshooting.
Pay: $28 - $34 / hr
Benefits: Retirement Plan, Medical, Dental, Vision, Disability, Life Insurance, Bereavement, Tuition discount for Foothill Christian School and Preschool, Paid Sick Leave, Paid Time Off, Holidays. See Benefits Summary for additional information.