



Title: IT Help Desk
Department: IT/Media Ministry
(Revision) Date: June 4, 2023
Job Status: Part-time (28hr)
Reports To: IT/Media Ministry Team Leader

Purpose / Position Overview

The FBC IT Help Desk, will support Information Technology (IT) of FBC’s Main Campus, Camp Harlow, and the Campus Houses.

Spiritual Requirements;

To support **HOMOTHUMADON** (*rushing along in unison, Acts 2:46; 4:24; 5:12; 8:6; 1:25) **in my work;**

- To support the Common Purpose & Vision of FBC; *To magnify God’s glory at the return of Christ by presenting every member of our church family fully mature in Him and seeing them fully rewarded for a life well spent serving His Kingdom. (Mat. 16:24-27; Col. 1:28-29; 2 Cor. 5:10; & 1 Thes. 2:19-20). I will focus my ministry key result areas in this Purpose & Vision*
- To support the Common Mission of FBC; *To see God save people through a movement of the gospel that eventually transforms Eugene/Springfield in every dimension-spiritually, socially, and culturally-and then, through E/S, the world, as we partner with Jesus Christ by **being disciples who make disciples**. I will focus my ministry key result areas on this Mission.*
- To support the Common Strategy of FBC; *Disciples are not made in a vacuum but in the context of authentic relationships lived out in a caring community that is on mission with God. To facilitate this process, we will provide **five key environments** where **missional community** is nurtured-large, medium, and small gatherings along with individual time with God. I will focus my ministry outcomes to create &/or support these 4 areas and to be personally involved in each one.*
- To share common possessions; *In order to realize our “Common Purpose & Vision” and fulfill our “Common Mission,” as it is fleshed out in our “Common Strategy,” requires that each of us generously shares “Common Possessions out of our God-given resources. (time, talents & treasures) I will focus my ministry and outcomes to create, support and encourage others in the sharing of common possessions. I will also be personally involved in each one.*

Specific/Typical Duties:

1. To the FBC Leadership Team
 - Pursue personal growth and continuing education opportunities in order to increase effectiveness for the Lord in life and ministry.
 - Continually to seek new and better ways to accomplish the responsibilities of the IT ministry throughout FBC facilities and platforms.
 - Work with the FBC, Harlow, CCF, and Campus Housing Staff, regarding all areas of IT, training, service, discipleship and shepherding.

2. To the IT/Media Department Team Leader
 - Be available to provide IT support (and AV/Media), as needed and/or directed.
 - Managing FBC's network and infrastructure.
 - Maintaining policies and procedures in the area of technology use and development.
 - Auditing and maintaining security logs.
 - Audit and maintain all FBC software licensing.
 - Fulfill any other responsibilities as assigned by the IT/Media Ministry Team Director.

3. To the FBC Staff
 - Support the FBC Staff in any IT needs and assist in training on IT systems.
 - Develop positive relationships with all ministry leaders for the purposes of encouragement, support, prayer, and planning.
 - Participate in regular meetings with the FBC Staff Team for training encouragement, accountability, planning, evaluation, and prayer.
 - Manage and serve FBC's user help desk and other support processes.

4. To the IT/Media Ministry Team Department
 - Documenting all information viable to IT support.
 - Providing leadership of IT projects.
 - Manage and schedule volunteers in the IT area as needed.
 - Utilize skills needed for Systems Administration.
 - i. Software updates and patching
 - ii. Server administration
 - iii. Software support
 - iv. E-mail administration
 - v. Website administration
 - vi. Informing Staff on pertinent IT activities
 - vii. Overseeing and carrying out repairs
 - viii. Upgrading systems
 - ix. Manage phone system
 - x. Electronic lock management
 - Assist in recruiting, training, discipling, and overseeing volunteers.
 - Maintain the system of inventory, labeling and control of all IT Assets on all FBC campuses. (e.g. computer hardware/software, etc.)

5. To the FBC Family

- Understand, embrace, and effectively communicate FBC's mission, vision, values, goals, and philosophy of ministry (i.e., *Homothumadon*).
- Understand, embrace, and effectively communicate how "and" "why" the IT tech ministry fits into FBC's mission, vision, values, goals, and philosophy of ministry (i.e., *Homothumadon*).
- Understand, embrace, and effectively communicate the roles, rules, and relationships involving your position as the System Administrator.
- Encourage the connection of the people of FBC and all our ministries, with special emphasis on how they can serve and minister, particularly in these departments.

Special Knowledge / Skills Required:

- Experience with desktop/end user support
- Server and network administration skills
- Database administration experience
- Web experience
- Documentation experience
- Able to build meaningful communication skills and relationships
- Able to shepherd and serve a diverse array of people with an attitude of servant leadership
- Able to encourage team-building through servant leadership
- Ability to prioritize workload, meet deadlines, manage projects
- Ability to work effectively and efficiently with others in a team environment
- Ability to be flexible and servant-oriented
- Ability to recruit others to a vision
- Heart and commitment to keep learning and growing in Jesus

Education / Experience /Desired &/or required (As applicable)

- Computer science degree or equivalent experience.
- Previous ministry experience.

Work Schedule

- Typically, Sunday through Thursday.
- Seasonal ministries will require flexible weekly schedules

Any Additional Ministry Areas / Special Assignments (As applicable)

- Fulfill any and all other responsibilities as needed or assigned by the Media Tech Ministry Team Director.

Directly Reports to:

The IT Help Desk is guided in their ministry by the Media Tech Ministry Team Director.

Terms of Employment

- Agree to abide by all policies and procedures as outlined in the personnel policy manual (including membership at FBC if applicable)
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Signature of appropriate Pastor / Supervisor

Employee / Staff Acceptance Signature

Date: _____

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned or negotiated to meet the ongoing needs of the organization. From time to time this job description may be modified, changed, added to, or reduced.