

# SUPPORT & DEVELOPMENT

# I.T. ADMINISTRATOR

REPORTS TO: CHIEF TECHNICAL OFFICER

RELATES CLOSELY WITH: IT TEAM, CAMPUS STAFF, MINISTRY STAFF, SUPPORT AND DEVELOPMENT STAFF, FLATIRONS ATTENDEES, AND VOLUNTEERS

CLASSIFICATION: FULL-TIME//SALARY

The I.T. Administrator is a full-time role which provides exceptional support across all departments and is responsible for hardware and software used in support of Flatirons mission and vision. This individual must understand the value and importance of providing technical support and enjoys working in the background.

## PERSONAL QUALIFICATIONS

- Submits their life to God and the authority of His Word.
- Understands and supports Flatirons vision and values; uses vision to filter decisions.
- Embraces key values integral to Flatirons staff culture: integrity, honor, mission.
- Exemplifies qualities core to Flatirons DNA: humility, vulnerability, authenticity, humor.
- Committed to continual growth: spiritual, personal, professional; invests in the growth of others.
- Uses humor to connect with people and is a relational team-player.

## PROFESSIONAL QUALIFICATIONS

- Related undergraduate degree or significant work experience in a related field
- 1+ years experience Azure, Office 365, Sharepoint, Windows Servers, Linux Server, VMWare ESXi, Accounting software experience preferred
- 1+ years of Apple Device Management experience (Jamf Pro preferred)
- User device support (PC/Mac/Tablet)
- Ability to configure and troubleshoot Mac OS and iOS platforms
- Apple VPP and DEP
- Experience packing and deploying Mac/iOS apps through Jamf Pro
- Attentive to details; strong analytical skills
- Proficiency in Windows OS Mac OS, and iOS and related applications
- Able to communicate technical details to non-technical people
- Relate and work well with church staff and volunteers
- Able to work well individually and as part of a team
- Able to manage multiple projects and project timelines

## PRIMARY RESPONSIBILITIES

Provide technical design, support, and maintenance for Flatirons systems and software, including but not limited to:

- Client (Windows OS, Mac OS) hardware and software
- Mobile (iOS, Android) hardware and software
- Server (Windows Server and Azure, Intune, Sharepoint, Teams) hardware and software
- Data Storage/Backup hardware and software
- Printers and copiers
- Hosted VoIP Phone system
- Virus software administration
- Security system
- Backup system (including restore testing)
- Apple device management
- Monitoring system logs
- Problem solving and supporting staff and attendees with Rock RMS access issues
- Maintain, purchase, track and upgrade equipment
- User account administration
- Inventory management
- Train staff and volunteers on systems including Teams, Sharepoint and Outlook
- Create and implement strategy for future IT systems working with the IT team
- On-boarding/off-boarding users
- Remote desktop support
- Accounting system support
- Maintaining, purchasing and upgrading equipment

