Job Description

Position Title: IT & Data Specialist
Reports To: Director of Tech ops
Revised: 04.04.2024

Department: Tech Ops
Status: Full Time
Campus: Campus Support

Primary Purpose
NewPointe's IT & Data Specialist will contribute to seeing lives changed by providing technical support and expertise in all NewPointe software applications and databases. ultimately leading people to realize and reach their full potential in Jesus Christ. This will include training, troubleshooting, development, analysis, and problem solving.

Key Result Areas (KRAs)
- Build and maintain relationships with staff members and create routine communication surrounding technology so end user issues and needs are known and can be investigated and resolved.
- Train staff members on software for optimized efficiency and effectiveness in performing their job duties and communicating with others.
- Maintain software applications and databases and ensure that they are being utilized to their full potential, including implementing systems and providing data to meet and support decision-making and reporting requirements.
- Establish and maintain policies, standards, practices and security measures to ensure effective and consistent information storage and processing.
- Functions as an in-house expert for church management applications.
- Provide necessary training and support to staff and volunteers on technology as needed.
- Troubleshoot issues via our helpdesk systems and maintain undated status on tickets.
- Provide programming and development of applications, website, and online forms.
- Support technical operations at NewPointe, including troubleshooting network and hardware problems and installing new systems.
- Develop volunteers to help wherever possible within the department.
- Other duties as assigned.

Position Requirements
Supervisory:
- Lead Volunteers

Knowledge/Skills/Abilities:
- Proficient in Microsoft Server systems and components
- Proficient in all Microsoft Office products
- Proficient in programming/software development
- Proficient in database applications
- Ability to troubleshoot problems quickly and efficiently
- Able to communicate clearly both verbally and in writing
- Requires a desire to serve others

- Maintain Confidentiality

Qualifications
Education: High School diploma required, College degree in Information Technology or related field preferred
Experience: Minimum of 3 years related experience
Licenses: none

Physical Activities/Requirements
- Able to lift 25 pounds
- Able to flex work hours to meet organizational needs
- Participate in on-call rotation

Personal and Spiritual Requirements
- Professes Jesus Christ as Lord and Savior
- Commitment to personal spiritual growth and healthy lifestyle
- Models standards and expectations of leaders with in NewPointe, including:
  1. Partnership
  2. Tithe (within 3 months)
  3. Actively participate in authentic community
  4. Regular attendance at all NewPointe services

At NewPointe we value working though people to accomplish goals, as well as personally contributing at a level that requires God's help. By maintaining these priorities, we will put ourselves in a position where we can continue to strive for excellence and value reaching lost people.

ACKNOWLEDGMENT
I acknowledge that I have read the above job description and can perform the essential functions of the position with or without accommodation.

_____   _____
Applicant Signature/Date   Management Signature/Date