

IT & SOFTWARE TRAINING COORDINATOR

Job Description



Primary Purpose

The IT & Software Training Coordinator provides day-to-day administration, support, maintenance, and staff training. They are the primary point of contact for resolving technical issues, ensuring staff have reliable, secure technology. Directs and leads software adoption, documentation, onboarding, ongoing training, and technical support. Responsibilities include troubleshooting, configuring systems, managing service tickets, and maintaining equipment.

Position Requirements

- High School Diploma. Associates or bachelor's degree in IT, Education, HR or a related field, preferred.
- Minimum 2 years direct IT support experience.
- Extensive macOS and Apple hardware knowledge; as well as Microsoft 365 administration.
- Professional experience with digital security including Ubiquiti Network, Protect, Access, and Identity
- Expertise working with Dropbox, Planning Center, UKG, Contio, and CCB is a plus.
- Excellent communication, customer service and documentation skills.
- Ability to explain technical concepts to non-technical users.
- Strong organizational, time management skills, and desire/ability to love and lead others.
- Ability to be teachable, seeking out coaching and learning for growth and development.
- Ability to promote a positive attitude and working environment, with the desire to have fun, be positive and flexible.

Ministry Department:

Operations

Reports To:

Business Administration

Director

Status:

Full Time, Exempt
(Some Weeknights)

Revised:

July 2026

Rockharbor Church exists to love and lead one another to be devoted followers of Jesus.

We encourage each member of our staff team to live this mission through their personal lives and in their work. We value striving for excellence and working together as a team. We believe God has gifted each individual with specific and unique gifts and talents, which He brings together to reach our community and world with the love and message of Jesus!

Position Responsibilities

- Primary point of contact for resolving technical issues. computers, printers, mobile devices and conference room technology.
- Oversee and service networking, WiFi, cameras and access control.
- Manages IT inventory, warranties and documentation associated with tracking an asset from purchase to disposal.
- Maintain and update Visix displays
- Create and maintain technical records such as user manuals and troubleshooting guides.
- Administer Microsoft 365, email, SharePoint, OneDrive and licensing. Including Dropbox, Visix, Contio. and future software.
- Manage user accounts, permissions, onboarding and offboarding for staff and volunteers.
- Implement all new employee technology onboarding meetings.
- Develop Standard Operations Procedures (SOP's), guides and training videos.
- Provide ongoing education for approved software including any Ai introduced.
- Research AI tools and recommend practical improvements.
- Support MFA, backups, updates and endpoint security
- Maintain documentation and disaster recovery procedures.
- Provide support for weekend services and all major events.
- Recommend and coordinate vendors and technology purchases.
- Assist with ensuring standardized technology for future campuses.

Personal and Spiritual Requirements

Has a growing relationship with Jesus, and has accepted Him as Lord and Savior of their life

Commitment to spiritual, personal and professional growth

Models standards and expectations of Rockharbor Church leadership, including, but not limited to:

- Regular attendance at Rockharbor Church services
- Regular participation in a Community Group
- Partnership through tithing and serving
- Abstaining from smoking, vaping and illegal substances
- Models discretion and positivity in use of social media