TITLE: I.T. Systems Administrator
CENTRAL SUPP0RT: Ministry Services
REPORTS TO: Sr. Director of I.T.
HOURLY: 40 hours

POSITION SUMMARY

The I.T. Systems Administrator is a "boots on the ground" role that keeps our campuses connected and running, by resolving support issues, deploying secure systems, and equipping staff and volunteers. The I.T. administrator ensures technology works seamlessly behind the scenes—creating space for people to encounter Jesus and the transformational journey with Him. This role involves deploying and repairing equipment, resolving support tickets, training users, and multitasking projects, with a security-focused mindset, strong problem-solving, and great communication skills.

POSITION RESPONSIBILITIES

- Device and Infrastructure Management
    - o Deploy, configure, and maintain end-user devices across campuses (desktops, laptops, iPads, TVs, monitors, Apple TVs, printers, copiers, etc.).
    - o Deploy, configure, and maintain tech infrastructure across campuses (Wi-Fi, ethernet, phones, Audio/Video/Lights in non-auditorium spaces, security cameras, etc.).
    - o Coordinate or perform device repairs.
    - o Use an MDM system for device configuration and software distribution.
- Support and Troubleshooting
    - o Own the full lifecycle of I.T. support tickets, from initial response to final documentation, ensuring issues are resolved quickly, correctly, and leaving users feeling well served.
    - o Assist users with account questions (email, logon, file shares, printers).
    - o Be available on-call for emergency tickets.
    - o Conduct weekend/weekday campus visits to see how I.T. could be improved for end-users.
- Security and Best Practices
    - o Promptly update devices to maintain security (firmware and software).
    - o Use sound judgment to keep information secure – both personally and on systems.
    - o Stay attentive to detail and security protocols when handling sensitive tech and data.
- Soft Skills and Work Ethic
    - o Show strong communication skills and be open to feedback (have a service-oriented mindset).
    - o Be a volunteer recruiter and team builder.
    - o Demonstrate the ability to juggle 5-10 projects simultaneously.
    - o Use problem-solving skills to diagnose quickly and resolve issues professionally.
    - o Display a strong work ethic rooted in the mission of furthering God's kingdom.

MEASUREMENTS

The position will be evaluated by the following quantifiable measurements:
- Timely device deployment, updates, and repairs.
- Support ticket response times, satisfied user feedback and proactive campus improvements.
- Following NIST Cybersecurity Framework and demonstrating personal discretion.
- Clear communication, skilled multitasking, fast problem-solving, and strong work ethic.

WORKWEEK SCHEDULE

The position will operate on the general schedule listed below, but is subject to change based on the addition of events or rehearsals, holiday schedules, or supervisor discretion:
- Monday – Friday 9a-5p
- Support Tickets Monitored on the Weekends

ACCOUNTABILITIES

The position will also be held accountable for the following:
- Being a tithing contributor in good standing at CedarCreek Church
- Attendance at a weekend service and in a Group or on the DreamTeam
- Modeling and championing the Mission, Vision, and Core Values of CedarCreek Church
- Honoring the CedarCreek Church Staff 10 Points of Accountability

DISCLAIMER

Nothing in this job description restricts the right of the Position's Supervisor to assign or reassign duties and responsibilities to this job at any time. This is an at-will position and can be terminated at any time.

ADA List for Physical Activities and Requirements, Visual Acuity, and Working Conditions of the Position