



## IT OPERATIONS SPECIALIST

### JOB DESCRIPTION

Full-time, non-exempt, 40 hours/week. Reports to the Director of Finance and Operations.

The IT Operations Specialist provides support for the computer systems, hardware, and software of Providence Baptist Church and also oversees staff training on the phone and copier systems.

### QUALIFICATIONS & REQUIREMENTS

- Proven experience in working in IT operations
- Strong problem-solving and analytical skills
- Good social and presentation skills
- Excellent oral and written communication skills
- High self-initiative with the ability to work well under pressure
- Able to work effectively with minimal supervision
- Knowledge of general networking including wireless, routing, VLANs, and firewalls
- Knowledge of operating systems including macOS, Chrome, and Windows
- Proficient in software, especially Microsoft Office, Google, and other collaboration systems
- Physical capability of standing or sitting for long hours each work day

### RESPONSIBILITIES

- Work with Director of Finance and Operations as well as IT consultants to develop short and long-range system plans for expansion and enhancements of the computer system and peripherals
- Supervising daily operations of network and server infrastructure
- Aligning IT infrastructure with current and future requirements and goals
- Assisting with IT budgets, forecasts, and purchase management
- Evaluating risk, developing network recovery, and backup processes
- Assessing and purchasing new and replacement hardware
- Assuring that IT activities are within the limits of applicable laws, codes, and regulations
- General training and IT troubleshooting tasks with staff and volunteers
- Implementing security of the network, data, and its storage and communication systems
- Liaison with the Director of Facilities
- Managing office equipment and phone system
- Perform other duties as assigned

### APPLY

Visit [pray.org/apply](http://pray.org/apply) and fill out the application.