IT Support Specialist Job Description

Revised 10/26

Position Title	Department/Ministry
IT Support Specialist	Office
Supervisor Position Title	Weekly Hours
Chief Operating Officer	15-25 hours
Position Status/ Classification	Ministerial Status
Part-Time/Non-Exempt	Non-ministerial

Position Summary

The IT Support Specialist helps create a reliable, effective, and well-supported technology environment by providing hands-on technical support, maintaining technology equipment and user accounts, and ensuring staff have the tools and resources needed to effectively carry out their ministries. The IT Support Specialist serves as the primary point of contact for day-to-day technology support and contributes to the smooth operation of church systems and technology across all campuses and ministry areas.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

Staff Technology Support

- Serve as the primary point of contact for staff technology requests and troubleshooting.
- Diagnose and resolve hardware, software, printer, email, connectivity, and peripheral issues.
- Provide hands-on support for computers, monitors, docking stations, phones, and related equipment.
- Escalate complex technology issues to outside vendors or support partners as needed.

Computer & Equipment Management

- Set up, configure, maintain, and troubleshoot staff computers and technology equipment.
- Install approved software, updates, and peripherals.
- Coordinate equipment repairs, replacements, and warranty service when necessary.
- Maintain inventory records for computers, devices, and technology assets.

Employee Onboarding & Offboarding

- Prepare computers, accounts, and technology resources for new employees.
- Create, modify, and deactivate email accounts and approved system access.
- Assist with permissions, shared resources, and technology access requests.
- Provide basic technology orientation and support for new staff members.
- Coordinate onboarding and offboarding activities with Human Resources and ministry leaders.

User Account Administration

- Manage Microsoft 365 accounts, distribution groups, shared mailboxes, and related user settings.
- Assist with password resets, multi-factor authentication, and account troubleshooting.

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- Maintain accurate documentation of account changes, access permissions, and equipment assignments.

Facility Technology Support

- Troubleshoot and support printers, phones, conference room technology, displays, and connectivity issues.
- Assist with technology installations, relocations, and basic cabling needs.
- Coordinate with vendors and outside technology providers for advanced support or projects.

Production & Ministry Support

- Provide basic support for production-related technology systems when needed.
- Assist with technology needs for ministry events, meetings, and special church functions.
- Collaborate with the Production Department when technology and production systems overlap.

Documentation & Administration

- Maintain technology documentation, equipment records, warranties, and support procedures.
- Document recurring issues and solutions to improve technology support processes.
- Help maintain organized technology storage and inventory areas.
- Follow established church policies regarding cybersecurity, data privacy, purchasing, and technology usage.

Minimum Qualifications (Knowledge, Skills, and Abilities)

Education and Experience:

- High school diploma or equivalent required; additional technical training, certifications, or related education preferred.
- Practical experience providing technical support in a workplace environment.
- Experience troubleshooting computers, printers, software applications, and peripheral devices.
- Experience working with Microsoft 365, Google Workspace, or similar productivity platforms.
- Previous Help Desk, Desktop Support, IT Technician, or similar technology support experience preferred.
- Experience supporting Microsoft 365 environments preferred.
- Experience supporting technology within a church, nonprofit, educational, or multi-department organization preferred.

Knowledge and Skills:

- Working knowledge of Windows and/or macOS operating systems.
- Strong troubleshooting, problem-solving, and customer service skills.
- Ability to communicate technical information clearly and effectively to individuals with varying levels of technical knowledge.
- Ability to maintain confidentiality and appropriately handle sensitive information, user accounts, and system access.
- Ability to prioritize tasks, manage multiple requests, and work independently.
- Familiarity with basic networking concepts, Wi-Fi systems, device management, and cybersecurity best practices preferred.
- Working knowledge of audio, video, livestream, or production technology systems preferred.
- Understanding of common church technology environments and ministry-related technology needs preferred.

Spiritual Requirements

- Demonstrates a faithful and growing relationship with Christ, actively deepening personal faith and

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modeling spiritual maturity to others.
- Passionately desires to see individuals come to know, love, and follow Christ within authentic, supportive community.
- Fully aligned with Eastridge Church's beliefs, values, mission, and vision, and has agreed to the Staff Faith/Lifestyle Agreement.
- Has signed and acknowledged the policies and procedures outlined in the Eastridge Employee Handbook.
- Genuinely desires to know and love God and is open to being used by Him in ministry

Physical Requirements

- Ability to work in an office, church, and ministry environment.
- Ability to sit, stand, walk, bend, kneel, and reach throughout the workday.
- Ability to regularly use computers, phones, and other technology equipment.
- Ability to lift, carry, and move technology equipment weighing up to 50 pounds.
- Ability to install, connect, and troubleshoot equipment in offices, classrooms, and other ministry spaces.
- Ability to work occasional evenings, weekends, and special events as ministry and technology needs require.

Employment At-Will

All employees of Eastridge Church are at-will, and as such, are free to resign any time without reason. Eastridge Church, likewise, retains the right to terminate an employee's employment at any time with or without reason or notice.

Nothing contained in this job description or any other document provided to the employee is intended to be, nor should it be construed as, a guarantee that employment or any benefit will be continued for any period of time. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons that are not intended to and do not create an employment contract for any specific period of time.

No manager, supervisor or employee of Eastridge Church has any authority to enter into any agreement for employment for any specified period of time or to make any agreement for employment other than at-will.

Acknowledgment

I have read and received a copy of my job description and at-will employment statement. I understand this overrides anything I have been given or told in the past. I further understand that I am expected to follow my job as is outlined above and if I have any questions concerning what is expected of me, I will speak with my immediate supervisor. I also understand that the statements above are intended to describe the general nature and level of work being performed by me and are not to be construed as an exhaustive list of responsibilities, duties, and skills required for this position. Therefore, I may perform other related tasks under the direction of my supervisor and/or the Executive Pastor.

Employee Printed Name:_____ Date: _____

Employee Signature: _____

Supervisor Printed Name:_____ Date: _____

Supervisor Signature: _____

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