

Job Description:
TECHNOLOGY SUPPORT SPECIALIST
(Part time)

16-20 hours per week

The King's Daughters Ruby Hall Recovery Center –
On call (remote and in-person) primarily between the hours of 9am to 4pm Monday
through Thursday, plus urgent ¹situations

POSITION SUMMARY:

The Technology Support Specialist is responsible for the administration of King's Daughters Ministry's technology infrastructure, including hardware and software management, security administration, website development and maintenance, and first level technical support. Additionally, this position is expected to be qualified to make recommendations regarding hardware and software purchases for the ministry.

Reports to the Executive Director

SPECIFIC DUTIES AND RESPONSIBILITIES:

Budget Planning

- Assist in technology budget planning and estimates.

Hardware Purchase and Management

- Purchase hardware with Ministry approval process, configure, assign, and maintain IT equipment used in the daily operations of the Ministry.
- Ensure that IT equipment is up to date with the latest versions of drivers/software as well as always protected with antivirus software.
- Troubleshoot, diagnose, and resolve hardware, software, and system issues at both onsite and offsite locations. May require onsite presence to resolve.

Software Purchase and Management

- Purchase software with Ministry approval process, install, and maintain user and system support software covering a variety of areas, including anti-virus monitoring, internet data security, and web development.
- Identify, research, recommend, and implement Microsoft 365 solutions and applications such as Office, Outlook, OneDrive, Exchange, SharePoint. and any other software utilized by the Ministry.
- Ensure annual renewal of nonprofit status with Microsoft.
- Install and support software utilized in development of social media content.
- Oversee purchase, annual renewal, and support of website domains utilized by the Ministry.
- Complete secure data backups on all systems on a regular basis.

Technical Assistance and Training

- Respond to staff, volunteer, and resident requests for technical assistance with hardware or software issues.

QUALIFICATIONS:

- Analytical and problem-solving skills with a well-rounded background in technology.
- Familiarity with Microsoft 365 user and hardware administration as well as products including Outlook, Exchange, Share Point, OneDrive and Microsoft Entra.
- Experience with installation and administration of antivirus solutions. Knowledge of Bitdefender is a plus.

¹ An urgent situation refers to any situation that interferes with access to or leaves Ministry vulnerable to financial or reputational harm.

- Experience in website development and maintenance. Experience with WIX, Canva, Facebook and Instagram very helpful.
- Demonstrate deep understanding of and commitment to Christ and a passion for seeing KDM target population develop faith in Christ.
- Demonstrate success and versatility in communication skills; written, oral and interpersonal.
- Ability to work independently and as part of a cohesive team.
- Ability to remain calm and productive while adjusting to a fluid work environment.
- Ability and resilience for juggling multiple priorities and projects underway simultaneously.
- Ability to maintain strict confidentiality and reliability.