

Posting Date: October 16, 2018

Closing Date: October 31, 2018

Please send resumes to: resumes@cottonwood.org

Department: Information Technology

Job Title: Information Technology Generalist – Full time
Work week: Monday – Friday, some weekends as needed

Job Summary:

The Information Technology Generalist is responsible for managing complex systems and solutions via integration of a broad spectrum of individual hardware and software technologies. Performs administrative and technical procedures on information systems and maintains documentation. Delivery of customer support services including installation, troubleshooting, user assistance, and training.

Job Duties & Responsibilities

- Provide technical support of workstations and laptops and technical guidance for staff
- Facilitate user access of Information Technology resources
- Implement security policies and protocols of the department
- Assist with user account administration, file rights management and backup/recovery policies and procedures
- Configure and maintain network devices, server hardware, operating systems and associated services
- Ensure security of network assets
- Maintain familiarity with installed software standards and procedures and provide technical guidance to other staff
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments

These duties are not exclusive and with consideration of the job requirements and employee's skills, this job description can be added to or taken away from at the discretion of the employee's immediate supervisor.

- ✓ All other assignments requested as needed by the Information Technology Director and/or General Manager.

Job Skills & Requirements

- Understand, agree with and support the statement of faith, vision, culture, and direction of Cottonwood Church.
- Solid, very mature Christian.
- Integrity, honesty and reliability
- Independent judgment and discretion
- Technical Capability
- Working knowledge of Windows, Mac and iOS environments
- Business Acumen
- Strategic Thinking
- Customer Focus
- Leadership
- Team player
- Analytical and organizational skills
- Motivated, detail oriented, able to take initiative
- Ability to maintain a positive and professional demeanor as well as a professional appearance

- Ability to interact professionally with staff at all levels
- Excellent written and oral communication skills
- Flexibility and adaptability to juggle a range of different tasks
- An understanding of confidentiality issues and the use of discretion
- Working knowledge of network structure, security and function
- Ability to plan, install and manage physical network wiring
- Ability to prioritize and handle multiple projects simultaneously while meeting schedules and deadlines
- Ability to work flexible hours and be on-call as needed
- Attention to detail with emphasis on follow through
- Ability to troubleshoot and make decisions under pressure
- Bachelors in Computer Science, Information Technology or equivalent experience a plus