

Junior Systems Administrator

Company Overview

Church Of God In Christ Inc. is the leading Pentecostal denomination in the world. With a rich history extending back over a century and roots of the church reach into over 26 countries, the church evangelism focus is clearly changing lives with the message of Jesus Christ. Headquartered in Memphis Tennessee the headquarters campus is the hub of information for the denomination.

Summary: Provides technology infrastructure and application support to all Preferred employees. Initial point of contact and first line technical support for corporate headquarters and remote sites in addressing/resolving questions concerning Information Technology issues. Required to respond to a large volume of calls in an interrupt-driven environment while also providing a high degree of user satisfaction. Generate daily status logs. Produce daily and weekly reports as scheduled and perform planned and approved maintenance tasks. Maintain equipment inventory. Responsible for providing coverage in support of a 24 hour by 7 days per week business.

Work Assignment: Work is assigned according to user requests, trouble reports, approved budgeted purchases requiring hardware/software installation, Information Technology goals set by management, and daily tasks in support of all systems. Work instructions are provided, reviewed and approved by the I.T. Director, with a plan and priority assigned when the task is developed. Weekly meetings are conducted to review outstanding issues and to reassign/prioritize all tasks.

Essential duties and responsibilities include the following. Other duties may be assigned as deemed necessary by management to accomplish business objectives.

Help Desk Administration

- On a daily basis, support the user community. Helps answer all trouble calls/emails and enters work orders in the help desk tracking system.
- Proactively provide services that meet or exceed customer expectations and service levels.
- Supports corporate applications; internal local and remote corporate servers, user desktops, remote and traveling users, e-mail, and system access.
- Assist end users, I.T. staff, and vendors with resolution of Hardware and Software problems.
- Respond to production problems promptly and in a professional manner.

- Assists with the inventory management of software licenses, software, hardware, and other IT supplies.
- Assists with the purchase of software, hardware and other IT supplies.
- Promotes responsible usage and care of corporate equipment.

Network and Corporate Systems

- Understands the issues involved with administering and maintaining corporate infrastructure, including hardware and software, network connectivity, Internet access, email, etc.
- Assists with the administration and maintenance of the telephone system, including telephone switches and deployment of phones.
- Creates telephone, network and email accounts for new users.
- Sets up computers for new users and ensures delivery of equipment to users in different locations if necessary.
- Monitor computer and network systems using provided utilities. Interpret error and informational messages from monitoring software or applications program, and performs required actions.
- Assists with backup, archiving, and recovery of system and user data.
- Ensure security procedures are followed while completing assignments on all servers, applications, data, hardware, software, file systems, e-mail, internet access, phone systems, voice-mail, and the network.

Communication

- Answer internal calls from users regarding IT issues and responds to their needs as they arise.
- Communicates with internal clients in a timely and professional manner maintaining confidentiality.
- Actively communicate status of systems and current problems to IT staff, departments, management, and system users when required.
- Actively applies feedback received to day-to-day work and strives to improve performance.

Teamwork

- Displays a helpful attitude towards all employees.
- Demonstrates flexibility in day-to-day work.
- Responds in a positive manner to tasks assigned by IT team members.

Internal Operations

- Accurately completes and submits status reports in a timely manner.
- Document events including all system changes, user issues, and system errors. Complete all entries in the event tracking and call logs.
- Maintain Help Desk procedure and IT systems documentation to remain current.
- Occasional travel required for scheduled facility site visits, site surveys and moves/adds/changes.
- Complies with all Preferred corporate policies and procedures.

Qualifications:

The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- Computer certificate from training institute or Associates (A.A. or A.S.) degree in Information Technology or related field.
- Experience supporting a corporate network and systems.

Reasoning Ability:

- Ability to solve practical problems and deal with a variety of variables in situations where only limited information may be available and limited standardization exists.
- Ability to interpret a variety of instructions furnished in written and oral formats.

Computer Skills:

- To perform this job successfully, an individual should have knowledge of the Microsoft suite of products, Office, Exchange, Active Directory, and networking infrastructure.

Supervisory Responsibilities:

- This job has no supervisory responsibilities.