

Position: IT Specialist

Reports to: IT-Coordinator

Job Location: Central Campus- Arden, NC

Position Type: Full-Time

Summary of Position: The IT Specialist is primarily responsible for the assisting with the technology needs of Biltmore Church staff and ministries across all campuses.

Essential Qualities and Qualifications

- A personal and active relationship with Jesus Christ modeled by a commitment to supporting the vision, leadership and theology of Biltmore Church
- A Christ-like testimony that is displayed inside and outside the workplace
- An expressed passion and calling for serving Jesus in a Kingdom-minded, fast-paced, local church setting
- Prepared to join in membership as an individual/family and make Biltmore Church your “home” church. Active involvement in a weekly Connect Group is expected.
- Demonstrated initiative with an ability to work effectively apart from close supervision
- Proactive communicator who initiates mission-critical details inside and outside of weekly team huddles
- Minimum of high school diploma or equivalency; college degree and 2 years of relevant experience preferred
- An eye for excellence with a demonstrated ability to improve upon systems and procedures

Essential Responsibilities

- Assist with coordination of vendor support and repairs for both hardware and software
- Assist with installation of software and hardware
- Maintain current and up-to-date software licensing and equipment inventory listings
- Perform Operating System installations and re-installations as required
- Responsible for basic technical support of server-side applications that include telephone system, Active Directory and Exchange among others.
- Perform monthly Operating System updates and system maintenance
- Perform periodic updates of Anti-Virus and other church wide applications
- Serve as first line of contact for end-user support issues
- Utilize ticketing system to support end-users and manage incoming requests
- Make monthly campus visits to maintain and verify proper operation of all IT assets
- Stay updated on the latest security threats and technology trends.
- Apply monthly operating system patches and updates
- Responsible for ensuring that appropriate hardware is prepared/in place for Sunday services.
- Position may be asked to assist with database functionalities as needed to help troubleshoot end-user problems.
- Work will require traveling to other campuses as needed