

Network and Systems Coordinator (NSC)

In doing 21st century ministry, the ability to help people discover Jesus and the Journey relies heavily upon an effective and comprehensive IT foundation. When a healthy and robust technological foundation supports the highest goals of ministry, people connect with God. The NSC keeps our network, database, computers and other hardware up and running. They also possess the communication skills to facilitate the adoption of new software, equipment, and procedures. In addition, this position also offers the opportunity to collaborate with ministry leaders in the conception and execution of a variety of projects – offering technical expertise, product awareness, and other solutions. This position requires strong people and communication skills in addition to network, systems, hardware, and software expertise.

Responsibilities of the NSC include:

- Network
 - Functionality – maximizing up-time with a clear and immediate response plan for outages – including multiple sites
 - File maintenance of Cloud Data storage and NAS Drive including archiving files
 - Security – firewalls and malware protection including SD-WAN - enforcing security policies
 - Managing the Third-Party Administrator for the network and other systems support
- Hardware
 - Purchasing solutions for individual ministries – PC and Mac
 - Refreshing shared hardware on a scheduled basis
 - Regular maintenance and troubleshooting of hardware
 - Printers – rental contracts, toner, maintenance, and repair
- Software
 - Maintaining and training on all core programs: Rock RMS, Clover POS, Google Suites, QuickBooks, Microsoft Office, Adobe, Dropbox.
 - G-Suites and Office 365 – set up and maintain users
 - Assist ministries to identify software solutions
- Support Information Coordinator
 - Provide technical assistance related to the database and the network.
 - Cross train in administrative duties to assist the ministries when necessary.

Staff Commitments:

- Attend monthly department meetings and All-Staff meetings
- Participate in quarterly staff Prayer Days
- Attend occasional “All Hands on Deck” staff events
- Attend annual GLS and any other required conferences or seminars
- 28 Hour work week (generally Monday – Friday 9am to 3pm)

Job Qualifications:

- Minimum Education: College Degree
- Minimum Experience: Three years in a similar IT environment
- Preferred Experience: Three Years in an equivalent Church setting or Non-profit organization

Crossing Staff Values:

- Doing Ministry Together
 - Respect and respond to each other's' thinking wavelength
 - Invest in Relational skills
 - Begin with grace
 - Pursue cross departmental conversations and collaborations
 - Seek the greater win (The Crossing) over the personal win (my ministry)
- Live in the Tension
 - Between the need for change and the desire for consistency
 - Between being engaging in the present and planning for the future
 - Between creativity and structure
 - Own myself and my responsibilities
- Be Self Aware
 - Set healthy boundaries
 - Be hungry to heal, learn and grow
 - Be solution focused