

SOUTHERN UNION CONFERENCE

Job Description



Job Title: Information Systems Support Engineer	Type Of Position:	Hours Per Week <u> N/A </u>
Location: 302 Research Dr., Norcross, GA 30092	Full Time <u> X </u>	
Department: Information Systems	Part Time <u> </u>	Exempt <u> X </u>
Reports To: Departmental Director	Intern <u> </u>	Nonexempt <u> </u>

POSITION SUMMARY:

Primary Information Systems support for the Southern Union office and HHES. Daily assure that all the employee computers, devices, and cell phones are working properly according to company standards. Manage help desk system, network printers, office phones, set up and configure new and existing end user systems. Assist IS Director with meetings, events, and departmental agenda.

SCOPE OF RESPONSIBILITY:

- Provide computer and device support in-house and remotely.
- Monitor and facilitate help desk system
- Support for hardware and software on both Windows and Mac platforms.
- Create and manage new employee accounts on the servers.
- Coordinate training for office staff.
- Attend IS staff meetings, IS retreat, and yearly trainings.
- Provide ideas for new projects and create new process and procedure forms for IS productivity and consistency.
- Train, assign jobs, and oversee temporary or student workers.
- Manage and support office phone system and copiers.

RECOMMENDED EDUCATION/EXPERIENCE:

- Related college degree/certifications or relevant college courses.
- Working knowledge and experience with Windows 7, Office 2007/2010.
- Knowledge of network and PC hardware and software.

KNOWLEDGE AND SKILL:

Knowledge of principles, policies, and beliefs of the Southern Union Conference and Seventh-day Adventist Church. Knowledge of church structure and organization.

Knowledge and skills in appropriate methods of dealing with human behavior in various circumstances. Must have strong interpersonal skills. Willingness to learn new skills and keep knowledge current. Must be courteous, have good communication skills and be self-motivated with the ability to complete tasks with little supervision. Knowledge and skills to problem solve and use independent judgment while making technical decisions. Works efficient and calm under pressure with the ability to multi-task.

CONTACTS, ORGANIZATIONAL RELATIONSHIPS:

Contact with church leaders, outside organizations, and lay persons, as well as Southern Union personnel at all levels. Must possess advanced interpersonal skills and project a professional Christian image. Must exhibit ability to effectively handle confidential information/situations at all times and maintain high degree of loyalty and support for director, department, Southern Union Conference and the Seventh-day Adventist church.

PHYSICAL REQUIREMENTS:

Must be able to read, speak, and hear in the English language. Must be able to effectively communicate both orally and in writing. Some standing, walking, bending, kneeling, carrying of light items, etc. required. Must be able to travel extensively in all parts of the Southern Union territory under varying conditions.

WORKING CONDITIONS:

Essential responsibilities are performed in sedentary and comfortable manner. Tasks are usually performed under normal office conditions with little or no noticeable discomfort. Work area is well-lighted and ventilated. Conditions may be difficult on itinerary with some irregularity in hours