



## **Technology and Support Specialist**

### Job Description

#### **Position Summary**

The Technology and Support Specialist will be responsible for ensuring smooth day-to-day operations by addressing technical issues, configuring hardware and software, and supporting users across various platforms. This role involves ensuring the stability, integrity, and efficient operation of the information systems that support core organizational functions, as well as providing support and service to the staff of World Outreach Church. This position reports to the IT Operations Supervisor.

#### **Who We Are**

World Outreach Church is an interdenominational congregation of over 15,000 congregants in Murfreesboro, Tennessee. It began over 40 years ago with less than 30 people and has been under the leadership of Pastor Allen Jackson since 1989. Through our in-person services, gatherings, and events, as well as the use of online streaming, television, radio, podcasts, and other resources, our mission is to help people become more fully devoted followers of Jesus Christ. Learn more at [wochurch.org](http://wochurch.org) and [allenjackson.com](http://allenjackson.com).

#### **Job Duties & Responsibilities**

- Provide technical support to staff and volunteers by troubleshooting hardware, software, and network-related issues.
- Setup, configuration, and maintenance of computer systems, printers, and other IT equipment.
- Respond to help-desk tickets, email, and phone requests to resolve IT issues in a timely and professional manner.

- Support the onboarding process for new users by setting up accounts, configuring systems, and providing training on IT resources.
- Perform routine system maintenance, updates, and backups to ensure the security and stability of systems.
- Support storage and backups: monitor disk health/capacity, manage shared and cloud storage, and verify backup/restore jobs for business systems and data.
- Participate in IT projects, such as network upgrades, system migrations, or equipment deployments.
- Collaborate with other IT team members to maintain documentation of systems, procedures, and troubleshooting guides.
- Help ensure compliance with IT policies and procedures.
- Provide basic network troubleshooting and assist with the configuration of routers, switches, and access points.
- Attend all necessary and/or required meetings.
- Participate in WOC congregational life and events, as needed.
- This job description can be added to or taken away from at the discretion of your immediate supervisor.

## Job Skills & Requirements

- Bachelor's degree in Computer Science, Information Technology, or a related field  
**OR** 5 years related experience
- Strong knowledge of various operating systems (Windows, Linux, Unix)
- Knowledge of Active Directory and Microsoft 365 administration
- Basic understanding of networking concepts (e.g., TCP/IP, DNS, DHCP)
- Excellent problem-solving and communication skills
- **Certifications:** Relevant certifications like CompTIA A+, CompTIA Network+, Microsoft Certified: Azure Administrator, or similar (preferred)
- Strong customer service and communication skills, with the ability to explain technical concepts to non-technical users
- Willing to continue to learn new technologies and strategies
- Willing to work nonstandard or after hours when necessary for system support
- Ability to recognize and maintain confidentiality of information as appropriate
- Works independently and in a team environment with little or no supervision
- Ability to stand for prolonged periods of time, lift and carry up to 50 pounds without assistance, bend, stoop, and squat as needed

- Professional, personable, and service-oriented
- Proactive, adaptable, and self-motivated in fast-paced settings
- Detail-oriented with a commitment to accuracy
- Consistent, punctual attendance
- Weekend and evening availability
- Aligned with World Outreach Church's core values and mission

## **Terms**

Regular, Full-Time, Ministerial Exception