



Information Technology Assistant Job Description

Reports to: Director of Technology
Supervises: N/A
FLSA Status: Part-time, non-exempt

Summary:

First Presbyterian Church (FPC) is an inclusive, urban city church in the center of Uptown Charlotte. Guided by the Holy Spirit, we bring our diverse social and theological perspectives to be woven together in a caring community of believers for Christ in the heart of Charlotte.

The Information Technology Assistant is a 27 hour per week position working with and reporting to the Director of Technology. Primary responsibilities include troubleshooting and resolving day-to-day IT issues relating to computer imaging, maintenance, and upkeep for the church and schools. Note: This position will be expected to work onsite one Sunday per month from 9 AM – 12 PM to provide A/V and IT support for Sunday Worship and Sunday School Classes.

Responsibilities:

- Provide technical support to staff via phone, email, and in-person for IT related issues
- Provide onsite audio-visual support during meetings and gatherings throughout the week
- Perform routine maintenance and repair of servers, desktops, laptops, and network equipment
- Provision user account and device access
- Assist with security tasks including malware protection, data backups, and ensuring compliance with security protocols
- Identify ways to make our information technology work for all
- Load graphics to prepare and program weekly TV Ministry content for each Sunday broadcast
- Administer and maintain StopIt emergency notification system; train new staff/lay users
- Provide Sunday coverage one weekend per month

Qualifications & Required Skills:

- Reliable, punctual, and capable of working independently as needed
- Degree or certification in applicable IT field
- Knowledge of network infrastructure (firewalls, switches, VLAN, WiFi)
- Knowledge and experience using MS Active Directory
- Knowledge and experience of Microsoft Office Applications and Windows OS
- Basic knowledge of A/V and IT system utilization and troubleshooting
- Strong time management skills and work ethic
- Highly effective interpersonal/people skills

- Ability to adapt to changing circumstances and workflows
- Ability to manage tasks through online work order system

Preferred Experience:

- Previous work experience in information technology and IT support
- Experience using Endpoint Central MDM
- Google Workspace Application Suite
- VoIP Systems

Physical Requirements:

- Ability to lift a minimum of 50 pounds
- Ability to move freely in and out of various church and school settings
- Ability to work on a ladder (6')

Hours:

The regular work week will average 27 hours and generally consist of on-site work Monday – Thursday from 8:30 AM – 3:00 PM (including a 30-minute unpaid lunch break) and Friday from 9:00 AM – 12:00 PM. In addition, this position will be expected to work onsite one Sunday per month from 9 AM – 12 PM to provide A/V and IT support for Sunday Worship and Sunday School Classes. The Sunday work date each month will vary and will be scheduled in coordination with the Director of Technology. On weeks when Sunday work is required, the incumbent will be offered the choice to either: work and receive pay for a 30 hour schedule that week, or to reduce the Monday – Friday schedule by 3 hours in order to accommodate the Sunday hours. With advance notice, occasional availability may be requested for special event coverage.

Pay Range and Benefits:

- Pay range: \$25 - \$27 per hour
- Benefits eligible:
 - 403b retirement savings: pre-tax and Roth participation encouraged
 - Flexible Spending Accounts: health and dependent care options
 - Optional dental and vision coverage offered for employee and family
 - Paid Time Off
 - Short disability coverage provided
 - EAP plan
 - Free parking during work hours

Childcare Protection Policy:

This position requires the satisfactory completion of the church's Child and Youth Protection Policy training and a background investigation.

To apply:

- Three professional references required
- Send resume and cover letter to hr@firstpres-charlotte.org