



Job Description

Position:	IT Support Administrator
Reports to:	Director of Information Technology
Schedule:	Part-time (20 hours/week) / Hourly, Non-Exempt Some weekends may be required
Employment Classification:	Administrator/Assistant (A)

Position Summary:

The IT Support Administrator provides technical support, training and systems administration for church staff. Support includes both hardware and software with an emphasis on Microsoft products and our church management system (Rock RMS).

Required Skills & Qualifications:

- Proficiency with current Windows, Mac and Apple operating systems.
- Strong knowledge of Microsoft Office products including Teams.
- Experience with Microsoft management tools (Azure, Entra, Intune).
- Understanding of enterprise grade networks.
- Familiarity with database systems; experience with SQL is a plus.
- HTML and web development experience is a bonus.
- Willingness to work with non-technical users.
- Strong problem-solving and communication skills.

Responsibilities:

- Deliver end-user support for software systems, including Microsoft products and our church management system (Rock RMS).
- Provide hardware setup and support across all campuses.
- Provide software training and maintain up-to-date training materials for staff and volunteers.
- Administer Microsoft Azure, Intune and Entra environments.
- Assist with research and implementation of new technology.
- Troubleshoot basic network and connectivity issues.
- Monitor and respond to IT support tickets.
- Participate and assist in any special projects or tasks.

Additional Requirements:

- Attend monthly All-Staff meetings.
- Affirm our Statement of Faith and be in theological agreement with The Compass Church and the Evangelical Free Church of America.
- Attend The Compass Church weekend worship services on a regular basis.
- Be a member or pursuing membership of The Compass Church.
- A willingness to take on other duties as assigned.