



## POSITION: **TECHNICAL SUPPORT**

**Status:** Part-time (10 hours/week), Non-Exempt

**Reports to:** Director of Ministry Support

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### ABOUT US

We exist to glorify and enjoy God by making disciples who make a difference through grace-filled worship, community, and missions. McLean Presbyterian is part of the Capital Pres Family: one church with multiple locations.

Our aim is to make disciples through three ministry areas: worship, community, and missions. While activity in each area does not equal discipleship, we are confident that these are the contexts needed for deep spiritual growth. In these contexts, we navigate the nuances of life in Christ together, and that's how we make disciples.

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### POSITION SUMMARY

The Technical Support position provides help desk, maintenance, system patching, security consulting, and overall direction for the church's onsite technical systems. Working to come alongside ministries and equip church staff, this position is responsible for planning, procurement, policies and any implementation and troubleshooting involving hardware, software, networks, and phones.

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### ROLES AND RESPONSIBILITIES

*The core roles and responsibilities of this position can be broken down into three main areas: **Reactive:** respond to network outages and help desk requests. **Regular/Preventative:** regularly monitor our network and technology assets, performing all needed updates. **Proactive:** plan for needed upgrades and make suggestions for improving IT infrastructure.*

- *Perform End User Support* – help desk, troubleshooting, virus remediation, moving computers, phishing awareness, and consulting for ministries.
- *Network Infrastructure Support* – respond to outages (power, network, or system), troubleshoot components, conduct server maintenance/updates, modify network configurations, install new telecom and network wiring, and add additional components/systems as required.
- *IT Onboarding* – track computer depreciation, set up new computers, install baseline software, and set up individual users.

- *User Onboarding* – Add active directory, email, and cloud accounts, communicate relevant IT information, and assist during the set-up process for church/BYOD technology.
  - *User Offboarding* – Eliminate/suspend user accounts, collect technology, and update tracking sheets.
  - *Software* – Track IT software licensing, provide direction on new software, and monitor software health/status.
  - Provide general consulting to MPC ministries on technology related elements, such as check-in for children's ministry.
  - Perform other job-related duties as assigned.
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## PREFERRED EXPERIENCE

- Industry relevant certification (A+, Network+, Security+, CCNA, etc.)
- Significant experience in analysis, implementation, administration and evaluation of IT systems database and data storage systems, and telecommunications systems
- Experience with VOIP and POTS implementations
- GSuite Administration
- Microsoft Azure/O365 Administration
- Firewall Administration/Security Software

## POSITION REQUIREMENTS

- Sinner saved by grace; vibrant, growing, spirit-empowered relationship with God through Jesus Christ
- Exemplary life as delineated in 1 Timothy 3 and Titus 1
- Experience with Windows network/server infrastructure (Active Directory, DNS, DHCP)
- Experience with configuration of network switches and routers
- Experience troubleshooting Windows software/hardware
- Experience with Mac OSX software and computers
- Grace-filled attitude toward providing help desk support
- Proven ability to work with systems technology
- Passionate about the vision and grace-driven philosophy of MPC
- Church Membership at MPC (a requirement but not a prerequisite)
- Embody and multiply our church culture: a) *Focus* – We don't take ourselves too seriously; we do take Jesus and the work he's given us seriously; b) *Family* – We love our church family – and we want to love each other well; c) *Fun* – God rules and reigns so we can enjoy the ride

## TO APPLY

Please send a resume to Natalie Burchfiel, Director of Ministry Support, at [natalie@mcleanpres.org](mailto:natalie@mcleanpres.org).