INFORMATION SYSTEMS ANALYST

GENERAL DESCRIPTION

The Information Systems Analyst will be the primary liaison between Rock Point Church and the IT Contractor help desk. This position does not have to solve help desk tickets, but this role will require some knowledge of information systems and effective communication skills. In addition, this role will work with the IT Director and track deployed computers and tablets; work on and track the IT budget; and purchase new inventory while retiring old inventory. Finally, this role will assist with smaller internal IT projects that do not necessarily require IT Contractor resources.

Classification: Non-Exempt; Hourly // **Status**: Part Time (20-25 hours) // **Team**: Information Technology // **Supervisor**: Drew Eatinger

WORK SCHEDULE

- 20 hours per week, flexible

- Must be able to work most Wednesday mornings

ESSENTIAL DUTIES & RESPONSIBILITIES

- Define different tier hardware purchase options based on staff roles and responsibilities.

- Track active/deployed laptop and tablet inventory for staff.

- Securely and Safely Retire devices that have reached end-of-life.

- Assist with budget planning for new hardware and projects.

- Assist IT contractor with purchasing repairs and/or replacements.

- Assist with internal IT projects.

- Be the ambassador between the IT Contractors and Rock Point Staff.

- Trouble shoot basic computer and software issues for staff.

COMPETENCIES

To perform the job successfully, individual should demonstrate the following:

- **Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

- **Change Management** - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change.

- **Ethics** - Treats people with respect; inspires the trust of others; works with integrity and ethically.

- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports church's goals and values.

- **Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

REQUIRED CRITICAL SKILLS, TRAINING AND EDUCATION

- Agrees and aligns with the vision, values, and doctrinal *Statement of Beliefs* of Rock Point Church. (http://rockpointchurch.com/statement-of-beliefs/)

- Demonstrated ability to utilize analytical skills.

- Demonstrated ability to handle multiple tasks and manage time effectively.

- Proficient communication skills, able to translate "tech" to non-technical staff.

PREFERRED REQUIREMENTS

- 1 Year experience in church ministry.
  -OR-
- 1 Year experience in Information Technology sector.

PHYSICAL REQUIREMENTS

- While performing the duties of this job, the employee is regularly required to stand and walk and will occasionally be required to do some light lifting (up to 25 pounds).

PERSONAL LIFE REQUIREMENTS (POST HIRE)

- Model biblical understanding and maintain a consistent personal devotional life;
- Model biblical commitment and become a covenant member of Rock Point Church (exceptions allowed on a case by case basis with Lead Team approval);
- Model biblical family life before the body and regularly attend worship service with your family;
- Model biblical integrity and conduct personal life in a manner consistent with RPC core values;
- Model biblical community; and
- Model biblical generosity and financially support Rock Point Church.