

Position: IT Specialist

Reports to: Central Technology Director

Job Location: Central Offices - Arden, NC

Position Type: Full-time, Exempt

Summary of Position: The IT Specialist is primarily responsible for supporting the technology needs of Biltmore Church staff and ministries across all campuses.

Essential Qualities and Qualifications:

- Display a growing relationship with Christ with a proven track record of sound judgment and above-reproach character.
- Faithfully support the ministries of Biltmore Church through biblical generosity.
- Join in membership as an individual/family and make Biltmore Church your home church.
- Excellent written and oral communication skills.
- Demonstrates initiative with an ability to work effectively apart from close supervision.
- Must be able to adapt and change in a Kingdom-minded, fast-paced setting. This includes the ability to learn and utilize technology, including computers, phones, and databases.
- An eye for excellence with a demonstrated ability to improve upon systems and procedures.
- College degree and/or 2 years of relevant experience preferred.

Essential Responsibilities:

- Serve as a Tier 1 support and act as the first line of contact for end-user support inquiries for all locations of Biltmore Church.
- Manage the ticketing system to support end-users and manage incoming requests in a timely manner.
- Install hardware and software provided to end users.
- Maintain and update resources distributed by the technology department.
- Ensure that proper hardware and software are prepared and tested for regular programming and special events.
- Coordinate vendor support and repairs for both hardware and software as needed.
- Assist with support of server-side applications including but not limited to Active Directory, Microsoft Exchange, the printer system, and the phone system.
- Assist in maintaining the networks, servers, and technology systems of Biltmore Church.
- Stay up-to-date on the latest technology trends and research technology solutions to support the needs of Biltmore Church.
- Communicate effectively with technology team members and other staff to complete tasks & projects.
- Travel to other campuses periodically to ensure end user technology needs are being met.
- Other duties as assigned by the IT Director.