

Mid-America Baptist Theological Seminary Job Description

Job Title: Information Technology Specialist
Department: Information Services
Reports To: Director of Information Services
FLSA Status: Full-time Exempt
Prepared Date: August 01, 2023
Classification: Regular Full-Time

SUMMARY

MABTS seeks a capable, adaptable, and motivated individual to provide onsite support that includes monitoring, management, and hardware/software support services for servers, networks, workstations, and applications. Responsibilities include managing the campus network resources, performing regular maintenance of the Seminary's computerized resources, regular monitoring of system security, providing media support as the need arises, and other duties as necessary required by the department director. The candidate must have strong computer skills and be adept at solving a wide range of technical issues. Proficiency in Windows, Mac, and server operating systems is necessary to fulfill the responsibilities of this position. Providing technical support for the Seminary's IT infrastructure—server and desktop management, networking devices, firewalls, wireless networking and related security operations—will comprise the major component of this job. Therefore, the candidate should demonstrate a combination of strong technical and interpersonal skills for performing this job.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned as needed or required.

- Perform implementation, maintenance, and monitoring of computer systems including hardware and software.
- Conduct IT job functions consisting of:
 - Monitoring and maintenance of servers and networking infrastructure.
 - Managing hybrid on-premise and cloud-based email systems that includes users, groups, and security administration.
 - Server and cloud-based file access.
 - Access to network resources such email, wi-fi, and accessible systems.
 - Reviewing diagnostics and assess the functionality and efficiency of systems.
 - Implementing security measures that include firewall maintenance, email filtering gateways, endpoint protection, and network layering.
 - Installing and updating software and hardware as needed.
 - Anticipating, researching, and reporting the cost of replacing or updating computer items.
 - Implementing interfaces between systems as required to support and streamline job functions of staff.
- Provide technical assistance to end users and support related to computer systems, hardware, or software.
- Troubleshoot network problems through diagnostic techniques to determine cause. Identify and implement solutions based on findings.
- Coordinate with vendors and providers of IT-related systems and services.

- Record incidents, updates, and their resolution cataloging all incidents for reporting and future diagnostic analysis.
- Maintain and update all network related policies, procedures, application installations, system configurations, current hardware, and basic network configuration practices.
- Manage regularly scheduled data backups and restoration procedures.
- Assist with maintaining inventories of all computers, accessories, and network hardware.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- **Technical Skills**
Tech savvy with a good understanding of servers, computer systems, mobile devices, and other tech products. Experience managing and administering Active Directory, Azure, VMWare ESX, Veeam Backup Software, Citrix, FortiGate Firewall, Ruckus Zone Director, and Sophos.
- **Problem Solving**
Ability to identify root causes and alternatives to complex technology-related issues. Ability to diagnose problems, determine solutions using efficient research, and follow through to satisfactory resolution.

EDUCATION AND/OR EXPERIENCE

Course work or certificates in related fields preferred (e.g. MCSE, CCNS, CISSP); or equivalent related experience; or equivalent combination of education and experience. Must have some related experience at a minimum. Must be willing to further develop technical and business skills by participating in educational opportunities through directed or self-initiated research and study.

OTHER SKILLS AND ABILITIES

- **Attention to Detail**
Assessing information technology-related system, data, or user issues to ensure accuracy, completeness, and consistency with standards. Follow-through on issues and assignments is critical to meeting the demands of this position.
- **Customer Service**
Maintaining relationships with end users, assessing current IT needs, and developing or identifying products and services that are tailored to meet users' technology needs
- **Communication Skills**
Ability to read and interpret documents such as system specifications, rules, procedures, and legal reports. Ability to write routine reports and correspondence. Ability to communicate effectively with students, staff, faculty, and outside representatives. Able to brief management on the status of information technology systems, projects, or daily operations, including the communication of technical information to a non-technical audience.
- Ability to use Microsoft products
- Ability to learn new applications competently

- Must exercise a high level of confidentiality in handling sensitive information

WORK ENVIRONMENT

Office environment that includes some physical demands of standing, walking, and lifting. Extraneous situations may arise that require additional physical demands. Capacity to remain calm, considerate, and tactful under stressful and unanticipated situations is necessary.

OTHER QUALIFICATIONS

- Sincere allegiance to the mission of the school
- Personal faith in and commitment to Jesus Christ
- Professional expertise and integrity
- Excellent computer and organizational skills
- Excellent interpersonal skills
- Related experience preferred
- Exposure to a variety of software applications (Microsoft Office applications)