

DIOCESE OF RAPID CITY

JOB DESCRIPTION

TITLE: **Technology Support Specialist**

QUALIFICATIONS: Demonstrates competence in areas of PC network, systems and security administration. Has experience in providing software support. Respects the teachings of the Roman Catholic Church. Demonstrates good written and verbal communication skills. Ability to work with diverse staff in a team atmosphere.

REPORTS TO: Finance Manager

EVALUATION: Performance of this job will be evaluated in accordance with the provisions of the Diocesan Personnel Policies Manual, Section 6: Performance Review.

TERMS OF EMPLOYMENT: Full time

JOB FUNCTION: Is responsible for the network design, maintenance and support of diocesan computer services, hardware and software. Provides support and education to staff members regarding the use of computer technology. Serves as a resource for parishes in matters of technology

PERFORMANCE RESPONSIBILITIES:

1. Provides network design, maintenance and support including internet connectivity.
2. Manages and maintains network security including data backup and protection, intrusion detection, spam abatement, virus protection and content filtering.
3. Manages and maintains the diocesan e-mail service, specifically Microsoft Exchange Server.
4. Manages and maintains servers, client systems and networking equipment, specifically Microsoft Windows servers and client systems, Macintosh client systems, routers and switches.
5. Maintains all diocesan owned network equipment, computers, laptops, printers and smart phones.
6. Is proactive in technology planning for updates and replacements.
7. Manages and maintains remote connections and provides technology support to remote users. Willing to work non-standard hours as needed.

8. Formulates technology training policies, programs, and schedules, based on knowledge of identified training needs.
9. Remains current on new developments in the areas of software, hardware, networks, telecommunications, training and maintenance.
10. Maintains an up to date inventory of diocesan owned technology equipment.
11. Submits annual budget requests to Finance Officer.
12. Maintains a safe and orderly work place.
13. Provides for his/her own spiritual and professional growth.
14. Assists in promoting a positive and hospitable office climate.
15. Speaks positively about the Diocese of Rapid City.
16. Other duties as assigned.