

Job Summary

We are seeking an experienced Church Office/ICT Systems Administrator to oversee various administrative tasks and provide support for our IT systems, online tools, phone system, and Church Management Software Administration. The ideal candidate will be organized, detail-oriented, and possess excellent communication skills.

Key Church Office Responsibilities

- Manage reception duties by efficiently handling incoming phone calls and walk-in visitors
- Handle all incoming and outgoing church mail with precision and accuracy
- Offer administrative support to pastoral staff, including secretarial assistance as required
- Maintaining office supplies and resources
- Managing online purchases and merchandise orders
- Working with the Media Pastor for various tasks and projects, including Annual Business Meeting preparation.
- Updating profiles in the Church Database
- Printing various resources and certificates as required for Baby Dedications, Baptism, etc.
- Managing and administering church membership files/folders and processing membership transfer requests
- Sending our occasional church wide text messages
- Entering connect cards into Planning Center, and entering prayer requests
- Sending out various email blasts using MailChimp, including special announcements, funeral announcements, member notices, and guest follow-up emails
- Following up on enquiries originating through the church website

Requirements

- Bachelor's degree in Business Administration, Communication, or a related field
- At least 2 years of experience in office administration
- Excellent communication and interpersonal skills
- Proficiency in Microsoft Office Suite and Google Suite
- Strong attention to detail and organization skills
- Ability to multitask and work in a fast-paced environment
- Familiarity with church operations is preferred

If you are passionate about serving the church community and enjoy administrative work, please apply for this exciting Office Administrator position.

Key ICT Systems Responsibilities

IT Administration

- Procuring laptops/workstations
- Setting up, configuring, and maintaining new and existing devices
- Deploying and managing licenses for Microsoft 365
- Administration of LAN, WiFi and other related tasks
- Managing and maintaining Cisco Umbrella Security for church internet filtering
- Assist with employee onboarding and exit procedures to ensure smooth transitions.

Google Workspace

- Adding New Emails for Staff, or Volunteer use.
- Organization wide administration of cloud storage, shared calendars, etc.

Online Tools

- Manage and maintain peelpentecostal.org and ppt.church domains.
- Integration with Squarespace, Google workspace, etc.
- Be the main point of contact to administer online accounts, including Zoom, RightNow Media, Clearstream, and more.

Phone System

- Adding New Users or Lines
- Modifying Schedules for Office Hours/Holidays
- Editing Ring Groups
- Be well versed in the usage of Bell Total Connect with the Polycom Handsets and Mobile Apps.
- Updating voice recordings for Auto Attendants and Voicemail greetings.

Church Management Software Administration (Planning Center)

- Be the main organisation administrator for entire Planning Center suite of products
- Become familiar with adding Service Plans, editing Teams, and adjusting scheduling options
- Maintaining database integrity by merging duplicate entries, running and managing lists, updating custom fields, modifying custom reports, etc.
- Support Children's Ministry by maintaining Check-In stations and updating name tags if required
- Ensure the main Church Calendar is accurate and up to date
- Administer and Manage Groups for Life Groups and other small groups
- Manage and support Registration/Sign-up events



Church Office/ICT Systems Administrator

Job Description

Revised March 2024

Requirements

- Bachelor's degree in Computer Science, Information Technology or a related field.
- At least 3 years of experience in IT administration or a related field.
- Knowledge of Google Workspace and Microsoft 365.
- Excellent communication and interpersonal skills.
- Ability to work in a team-oriented, collaborative environment.
- Strong problem-solving skills and ability to work independently.
- Familiarity with Planning Center suite of products is a plus.

If you are a highly motivated individual with a passion for technology and a strong desire to contribute to the success of our church, we encourage you to apply for this exciting opportunity.