



Position Description

Job Title:	Technology Training Specialist	Job Category:	Professional
Department:	Technology Services	Job Code:	
Location:	Supports Multiple Locations	FLSA:	Non Exempt
Pay Grade / Salary Range:	TBA	Travel Required:	Yes (Local)
Reports To:	Directional Leader for Technology Services	Position Type:	Temporary, occasional nights and weekends.

Overview:

This position is a temporary project helping implement our new Church Management System, Church Community Builder. The person filling this position will play an integral role in training staff and volunteers. This will include conducting formal classroom style training and online trainings. In addition, one-on-one sessions or small groups will be crucial to discover current workflows and assist the end-users in setting up and using the processes and workflows in Church Community Builder.

The basics:

- Has a passion for the effective use of technology in ministry.
- Born to deliver great customer service and will do so in every interaction with SPBC staff and volunteers.
- Has the ability to keep cool even when tension runs hot.
- Loves to learn new skills, systems, and programs.
- Has a passion for implementing and maintaining technology that facilitates the mission and ministry of SPBC.
- Can learn fast, act quickly, and keep smiling.
- Enjoys variety in the workday and realizes that being people-savvy is as important as being tech-savvy.
- Can effectively coach and lead volunteers.

Overview of Responsibilities:

Leverage Technology and Support End Users to Promote Ministry Success

- Deliver training and workflow solutions that adhere to general IT best practices and requirements.
- Provide tier 1 support for the following items: Church Community Builder.
- Maintain, follow, and update documented IT procedures.
- Enhance and expand existing Church Community Builder end user knowledge base and self-service functions.

Provide coaching, training, and documentation in a user-friendly fashion

- Provides verbal and remote instruction/assistance to the end user.
- Works one-on-one with users to streamline workflows using Church Community Builder.
- Develops, implements, and maintains training programs that includes internal and external

training resources composed of a variety of training materials, including manuals, quick reference guides, and online documentation for the computer system, phone system, and applications used or developed within the church.

- Facilitates training on Church Community Builder using audience-appropriate methods and terminology

IT Service Desk

- Promotes and facilitates a world-class customer service attitude and environment within the Service Desk Team.
- Monitors Service Desk ticketing system to ensure help request tickets related to Church Community Builder are being resolved or escalated to appropriate volunteer staff, paid staff, or vendor in a timely manner.
- Ensures ticket resolutions are documented.

Model a Growing and Vibrant Relationship with Christ

- Pursues full devotion to Christ and lives the life we are inviting others to live.
- Embodies other-centered, servant-leadership in all interactions.

Knowledge, Skills and Abilities:

- Knowledge is required to review and interpret highly technical information and write technical materials.
- Ability to present complex ideas and information in an understanding, compelling, and convincing way.
- Ability to listen actively, be positive and persuasive, communicate appropriately in all circumstances.
- Promote a constructive team environment with transparency and communication to allow staff/colleagues to understand and be a part of change processes.
- Experience with designing, writing, and delivering training courses to large and small groups of staff, volunteers, and management at all levels, both in person and online.
- Excellent people skills including the ability to motivate, influence, and persuade others.
- Ability to troubleshoot/research software issues on end user devices. Work with vendors/solution providers to resolve any issues.
- Proactive, self-starter. Willing to take “the next step”. Possess flexibility in a changing, fast paced environment.

It would be a plus having

- Experience working with Church Management System(s).
- Experience and training in Instructional Design in an adult learning environment.
- Not-for-profit experience, especially in a church or related environment.

Education/Experience:

- Bachelor of Science degree in computer information systems or related field or equivalent experience providing application support and training in an adult environment.
- Two or more years of related technical support experience desired.
- Two or more years of related training experience desired.
- Demonstrable Proficiency in training how to use software application(s).

Physical Requirements:

- Capable of sitting or walking for extended periods; occasional lifting up to 20 lbs.
- Physically able to fulfill various physical activities such as moving small boxes and crawling under desks.

Employee Signature:		Date:	
Last Updated By:	Directional Leader for Technology Services	Date:	05/2019
HR Team Leader		Date:	