



IT Help Desk Lead Technician

JOB DESCRIPTION

9/18/2026

City Church Ministries is made up of sub-organizations which include City Church, Abundant Life Christian School, Christian Life College and 97x FM. The Mission of City Church is 'Finding Joy in Jesus Christ and Sharing It'. We do that by working with excellence, joy, and a spirit of service to our Lord first and then to our staff, families and community.

Vision:

The vision of the IT Help Desk Lead Technician at City Church is to support the IT Manager in maintaining our organization's infrastructure 24/7, delivering advanced technical support to pastors, staff and teachers, while also coaching and assisting our Tier 1 helpdesk team. This is done through blending strong technical expertise with a servant-hearted approach. The ideal candidate will thrive in our faith-driven environment.

Accountable to: IT Manager

Duties and Primary Responsibilities:

- **Leadership:** Direct the staff and overall helpdesk operations to achieve SLA times and satisfaction of supported ministries
- **Tier 2 Technical Support:** Deliver exceptional concierge-style support, both remotely and in-person, to pastors, staff, and teachers, efficiently resolving a wide range of technical issues involving hardware, software, and network systems
- **Server & Network Administration:** Manage Windows Server environments (Active Directory, Group Policy, WSUS, print and file servers) and network infrastructure, including LAN, VLANs, DHCP, DNS, firewalls, switches, routers, and VPNs
- **Microsoft 365 & Google Workspace Administration:** Manage and support Microsoft Office 365 and Google Workspace environments, including user accounts, permissions, and collaboration tools
- **Technology Deployment & Management:** Deploy, configure, and maintain virtualized servers, workstations, mobile devices, Chromebooks, and IP phones using Mobile Device Management (MDM) systems
- **Multi-Platform Support:** Provide troubleshooting and problem-solving support across PC, Mac, Linux, Android, and iOS devices
- **System Maintenance:** Perform routine maintenance on servers, workstations, and mobile devices, including updates, cleaning, repairs, and resets
- **Service Management:** Log, track, prioritize, and delegate support requests using IT service management and ticketing systems; meet SLA requirements, track hours and manage workflow changes
- **System Monitoring & Security:** Proactively monitor systems, enforce security best practices, and protect the integrity and confidentiality of data
- **Team Collaboration:** Support, lead and mentor other helpdesk team members and volunteers
- **Other Duties:** Participate in projects, documentation tasks and other IT duties as assigned by your supervisor to meet organizational needs



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Education/Experience:

- High school diploma or equivalent (required)
- Certification or degree (preferred): CompTIA (Network+, Security+), Microsoft, Cisco or equivalent
- 4 - 6 years in IT support with 18 months technical experience at Tier-2 or above
- Strong knowledge of servers and networking (TCP/IP, DNS, DHCP, firewalls, switches, routers, VPNs) desired
- Experience with SLA management and coaching/mentoring staff is beneficial

Other Qualifications:

- Willingness to continue education to keep up with changing technology
- Flexible schedule: ability to work nights/weekends when necessary to support organizational needs

Requirements:

- Clear background check that meets our ministry requirements
- Agreement with City Church's Affirmation Statement
- Ability to walk/stand/bend as needed for the assigned shift
- Ability to lift/move up to 50lbs

Interpersonal Skills/Competencies:

- Servants Heart: Natural desire to help accomplish the goals of the leader and organization
- Effective Communication: Clear/concise, portrays confidence, uses judgement and navigates difficulty
- Relational: People-oriented, builds trust with others and able to maintain good working relationships
- Approachable: Has a welcoming and inviting disposition
- Adaptable: Supports and navigates change quickly
- Prioritization: Judges between urgent and important needs to prioritize tasks
- Problem-Solving: Analyzes complex problems to discover root-causes and implements effective solutions

Classification: Exempt/Full-Time