

**First Baptist Church of San Antonio**  
**POSITION DESCRIPTION**

**TITLE: Information Technology Administrator**

**SUMMARY**

The Information Technology Administrator provides system users with support, training, and troubleshooting services relative to information and communication systems, hardware, and software applications in a networked environment. Reports to Director of Financial Services.

**ESSENTIAL RESPONSIBILITIES**

- Provide timely support and resolve problems to the user's satisfaction.
- Install, test, and configure equipment and software.
- Monitor and perform system diagnostics.
- Serve as nexus for third-party network and telephone system resource groups.
- Modify workstation configurations, utilities, software default settings.
- Assist with the orientation of new users and training of users.
- Assist in the procurement of equipment, software, and peripherals.
- Maintain inventory of equipment, software, and licenses.
- Document internal procedures.
- Maintain high standard of conduct and confidentiality of information.
- Must be able to complete task with minimal supervision.

**COMPETENCIES**

- Customer service perspective.
- Training proficiency and ability to communicate technical information to non-technical users.
- Ability to work independently and efficiently.
- Personal growth and learning orientation, including continuing education.

**EDUCATION AND EXPERIENCE**

- High school education; progress toward college degree program preferred.
- Continuing education beyond degree programs.
- Two years of relevant experience.

**POSITION PROFILE**

- Part-time
- Support
- Non-exempt

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**REVISED:** October 2018