

**Title: Information Systems Coordinator**

**Directly reports to: Director of Digital Strategies (DDS)**

**This is a part-time position, up to 30 hours/week**

## Qualifications & Experience

- Experience working in both a Mac OS X and Microsoft Windows environment required.
- Two years experience in a database or information technology coordinator role preferred. Knowledge of GSuite, Microsoft Office or comparable office productivity software required; familiarity with (or ability to quickly learn) various web-based tools such as Rock RMS, Slack, Zoom, Planning Center, etc. desired.
- Experience with the Microsoft Azure Portal preferred.
- Experience with and understanding of MSSQL or MySQL preferred.
- Able to learn new technology systems quickly and efficiently.
- A love of building shortcuts on your iPhone.

## Responsibilities

### Spiritual Life

- Personally ensure that a robust and healthy spiritual life exists for you and your family, including an ongoing accountability relationship.
- Be an active member in the BCC/HCC/WCC family, including Rooted, community life, and spiritual development.
- Provide an image of what a godly person looks like by imitating Jesus both in the workplace and outside of the church.

### Relational Leadership

- Promote healthy and appropriate relationships with family, staff, and volunteers.
- Maintain an active and engaged team relationship with the staff at all campuses.
- Demonstrate character-based leadership with family, staff, and volunteers.
- Personally attain and maintain strong relationships with members of the BCC/HCC/WCC family, and cultivate an environment of warm, welcoming, hospitable relationships in the ministry.
- Fully understand the lifecycle of participation at BCC/HCC/WCC.
- Commit to personal development of self through active learning. Initiate personal development and self-awareness.
- Communicate consistently and clearly with church family, staff, and volunteers.
- Disciple, shepherd and mentor your leadership team, setting the standard for a consistent Christ-like character, properly aligned with Scripture.

### Leadership

- Submit to the overall leadership and vision of BCC/HCC/WCC while bringing independent, vision-minded leadership and advocacy to ministry.
- Work with volunteers and staff to develop goals, objectives, outcomes, and action plans for your areas of responsibility to meet the overall objectives of our church.
- Provide supervision, decision making, and fiscal accountability for all ministry-related efforts.

- Participate in select, key BCC/HCC/WCC family events including Rooted, baptisms, and others as identified.
- Participate in scaling our ministries for the needs of the future communities that we may serve.

### **Database Administration**

The Information Systems Coordinator has primary responsibility for ongoing maintenance and operation of Rock RMS, Willamette's church management system. This includes:

- Effectively training staff to use Rock RMS, and championing its use.
- Supporting efforts to ensure 99.9% system availability for check-in and other needs during weekend services.
- Working with ministries to implement desired new features as they become available.
- Developing workflows that automate common recurring actions, such as sending a welcome email with a survey link to a first-time guest.
- Designing data views and reports to meet the needs of all ministries, then training those ministries on how to run the reports.
- Working with ministries to create or modify activities and events in Rock, and to create registration forms or reporting as needed (such as grade level changes for Move Up Sunday, room number changes for check-in as classrooms are reconfigured, etc.).
- Ensuring appropriate levels of access to the database for all levels of users and maintaining the confidentiality of all sensitive member information, particularly financial giving records.
- Working with campus administrative teams to develop, implement, and report on data integrity standards.
- Monitoring and optimizing the performance of the database.

### **Information Systems Help Desk**

The Information Systems Coordinator will operate a help desk to assist staff users with information technology-related issues which impact their ability to do their jobs in the most effective and efficient way possible. Duties include:

- Maintaining an inventory of all computer equipment, with serial numbers, the employee or volunteer the equipment is assigned to, installed software, purchase date and recommended replacement date, in coordination with the DDS.
- Troubleshooting issues that relate to computer hardware, software, printers or other peripherals or the communications network, and resolving problems where possible.
- Providing limited software training assistance when practical.
- Acting as administrator for Google Workspace.
- Maintaining the telephone system, including problem resolution and acting as liaison to phone system vendor.

### **Other Responsibilities**

- Ensuring that all hardware and software needed for proper operation of Rock is available and working properly on Sundays, and during all events of churchwide interest. Among other

duties, this includes verifying that all computers used for check-in, registration, online giving, etc. are turned on, that the appropriate program has been launched and tested, and that all software updates have been installed; printers are loaded with the appropriate media and have been tested; check scanners are operational, etc.

- Ensuring that network printers are well-maintained and available for use by staff when needed, working with printer vendor to promptly resolve any issues.
- Other duties as assigned.

## Staff Essentials

### Church Values

Uncommon Humility  
Sacrificial Generosity  
Radical Hospitality  
Undeniable Kingdom Impact

### Staff Covenants

I will lead a life of moral purity  
I will be responsible with God's resources  
I will give an honest days' work  
I will be flexible and anticipate change  
I will inspire  
I will develop leaders  
I will be loyal  
I will be a humble servant  
I will be content with my position and compensation  
I will give my family the proper attention

### Staff Core Values

Faith:	We anticipate that God will call us to more
Growth:	We pursue the new, and act on what we learn
Pace:	We live sustainably, like we are in this for the long haul
Fun:	We love what we do and celebrate what God has done
Lead(ership):	We inspire others to obedience and service
Excellence:	We prepare and execute as if every detail matters
Vulnerability:	We take the risk of being honest with each other
Careful:	We create safe environments and respond with generosity
Team:	We believe the best about and support each other's goals

