Ministry Area: IT   **Reports to:** IT Manager

Ministry Area Purpose:
To fully support the overall policies and goals for the information technology department in a way that removes barriers to The Church of Eleven22's vision of being a movement for all people to discover and deepen a relationship with Jesus Christ.

Apprentice Responsibilities:
- Meet with ministry area direct report for 30 minutes bi-weekly.
- Attend weekly ministry team meetings when possible.
- Resolve first level hardware and software technical issues
- Document and update service tickets as needed
- Configure, deploy, and troubleshot local and network printers
- Provide IT service coverage for at least 1 service per week
- Attend scheduled IT area of interest training
- Perform weekly data backup and archiving

Helpful Competencies, Skills, and Experience:
- Knowledge or experience working in a Mac environment
- Basic understanding of VoIP services and support
- Basic understanding of network protocols and configurations
- Knowledge of Microsoft Office Products
- Basic understanding of computer and printer hardware, peripherals, and components
- Ability to install and remove software packages on Mac devices

Measurements of Success:
- Model The Church of Eleven22's mission, vision, and core values
- Model The Church of Eleven22's code of conduct
- Continued growth in relationship with Jesus
- Ability to maintain strict confidentiality
- Ability to adapt to change
- Strong pro-active communication skills (verbal and written)
- Ability to meet deadlines