

MAF Tech Resources Role Overview

TITLE: IT Support Specialist

OPPORTUNITY MATRIX	Africa	Americas (non-US)	Asia-Pacific	Eurasia	USA
Career (support raising)	✓	✓	✓	✓	✓
Associate (paid)	–	–	–	–	✓
Volunteer (unpaid/4+ mth)	✓	✓	✓	✓	✓

*Paid positions are not always available. Please check the MAF website under “Serve in the USA” for updated information. <https://www.maf.org/serve/serve-in-the-usa>

PURPOSE:

To provide customer support for computer hardware, software and other related technologies as an essential part of the work of MAF so that the Gospel is proclaimed and God’s Kingdom is extended.

1. Responsibility: Provide First and Second Tier Customer Support for computer Hardware, Software and Connectivity
 - a. Provides support and troubleshooting for desktop hardware and software, e-mail, network, remote connectivity, printers, phones and other related technologies
 - b. Performs hardware and software installations and upgrades
 - c. Responds in a timely manner to customer service requests and proactively works to resolve issues
 - d. Works with second and third-tier support when needed to resolve customer issues
 - e. Creates and manages user accounts and permissions in Active Directory and Exchange
 - f. Provides application support and training for staff, as requested
 - g. Develops support documentation for users and other IT staff
 - h. Manages software and hardware inventories
 - i. Researches and advises other IT staff on new technologies and tools for the desktop/user
 - j. Participates in planning, development and rollout of desktop/user systems and equipment
 - k. Maintains and monitors user shares on file servers
 - l. Assists System Administrators with server and infrastructure projects, as requested
 - m. Acts as liaison with System Administrators regarding user/desktop needs and tools
 - n. Purchases phones, computer software, hardware and related equipment for business needs
 - o. Manages central computer purchasing budget

EXPECTATIONS

1. Great Commission Readiness: We respect that people are at different levels of maturity and experience their life with Jesus Christ. However, MAF is not just an alternative place to serve or work if you are a follower of Jesus Christ, we are a Great Commission initiative. It is central to the mission of MAF that all our staff are committed and living out the following:
 - a. Abide in Christ [John 15]. We value things like Scripture engagement, solitude, silence, fasting, submission, service, forgiveness, prayer, accountability, worship, fellowship, etc. Our desire is that many of these elements are active in your life, and for you to encourage us along the same lines.
 - b. Propel the Gospel [1 Pet 2:9-10]. We look to each person that serves with us to have a steadfast curiosity in – and commitment to learn about – God’s purposes for your life in fulfilling the Great Commission. Our hope is that everyone would put their “faith in action” by building authentic relationships, mentoring, and/or praying with neighbors, coworkers, national staff, interns, volunteers, customers, vendors, etc.
 - c. Build a Prayer Team. Our work doesn’t work without prayer. Every person in Tech Resources needs to establish a prayer team to support them while they are in service at MAF. Consistent

contact with your prayer team can be any method approved by Director of Tech Resources (i.e. blog or e-newsletter).

- d. Travel and Location. Our service requires team members who are willing to travel or live internationally to deliver services to MAF field programs and outside IT projects. Valid passport required.
2. Career: Career Staff positions are Global positions (overseas and US-based) requiring families to fundraise their support. MAF will coach you through fundraising process. This is a paid position with full benefits. Most positions require a 4 year commitment; some instances may permit a shorter commitment.
3. Associate: Associate position is US-based but will still require some travel. This is a paid position with full benefits.

EDUCATION & EXPERIENCE

1. 2-year college degree from an accredited college or equivalent combination of education and experience
2. 1-2 years of Information Technology customer support experience with computer hardware, e-mail, software, networks, phone, Internet, and data communications

KNOWLEDGE, SKILLS, ABILITIES

1. Good English and communication skills
2. Good people skills
3. Working knowledge and skills in computer desktop hardware, software, e-mail systems, Exchange, Active Directory, phones, printers, LAN/WAN, and other related technologies
4. Conceptual knowledge of servers, networks, databases, internet connectivity, and security
5. Ability to think clearly and analytically
6. Maintains confidentiality
7. Willingness to grow in skills, knowledge and capability, in line with goals agreed upon with Manager
8. Agreement with the Information Technology Division vision and objectives