



## Systems Administrator

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**Job Title:** Systems Administrator  
**Ministerial Designation:** Ministerial Exemption  
**Status:** Regular Full-Time  
**Department:** Technology Services  
**Reports To:** Technology Services Director  
**Prepared Date:** 3/1/2024

### Summary:

This position participates in the Mission and Ministry of Tenacre by providing metaphysical, technical, and service support for the Technology Services equipment and software services on the property and in the cloud, including but not limited to the computer network, Wi-Fi network, Cloud applications, servers, printers, and software applications.

The Systems Administrator works under the direction of the Technology Services Director. This position requires excellent technical, customer service, and organizational skills to support network, telecommunication, and multimedia operations for all staff, Board members, and community members. This position requires the ability to function successfully in both team and independent work environments.

### Competencies:

To perform this job successfully, an individual should be progressively demonstrating his or her knowledge of the practice of Christian Science as outlined in the *Church Manual of The First Church of Christ, Scientist*, in Boston, Massachusetts, by Mary Baker Eddy. Additional competencies include:

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; is teachable and welcomes constructive feedback; contributes to building a positive team spirit; puts team's success above own interests.

**Technical Skills:** Assesses own strengths and weaknesses; pursues training and development opportunities; strives to build knowledge and skills continuously; shares expertise with others.

**Judgment/Motivation/Planning:** Exhibits sound and accurate judgment; includes appropriate people in the decision-making process; demonstrates persistence and overcomes obstacles; prioritizes and plans work activities; uses time efficiently; exercises discernment in exercising delegated authority.

**Adaptability/Dependability:** Can deal with change, delays, or unexpected events; follows instructions, responds to management direction; takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

**Essential Duties and Responsibilities (below).** Other duties may be assigned.

- Prays through the work involved in this position; demonstrates his or her knowledge of the practice of Christian Science as outlined in the *Church Manual of The First Church of Christ, Scientist*, in Boston, Massachusetts, by Mary Baker Eddy
- Brings experience as a Christian Scientist to all aspects of this position, including Christian Science nursing considerations in support of team members or community members and working unobtrusively in the Christian Science nursing settings when needed
- Applies excellent ability to reason logically through systems technical, software, hardware, and end-user problems to effective solutions
- Researches and recommends to the Technology Services Director what is appropriate to meet the IT needs of Tenacre's ministries and Tenacre's service departments
- Understands the importance of confidentiality and keeping the security of the data network and all Technology Services systems
- Uses excellent communication and decision-making/problem-solving skills to effectively work both independently and as a team member within a department where individuals must cover for one another to keep all the technical systems functioning 24/7/365; actively utilizes department systems for updating and sharing information needed by other team members
- Works with the contracted computer engineer to configure and deploy core and peripheral network devices, which will require continuous learning of new devices; loads specified software packages such as operating systems and software applications
- Collaborates with online service providers to install cloud and on-premises systems for departments as needed, providing secure access, and protecting Tenacre data
- Carries out administration of Office 365 and SharePoint
- Performs administration of Tenacre's business and guest wireless networks
- Maintains all network and internet security in coordination with Director and contracted computer engineer
- Supports Tenacre events through management of audio-visual equipment
- Can program and reset telephone and nurse call systems
- Communicates effectively with end-users, interpreting technical issues for non-technical users, prayerfully listening, discerning what the real needs are

- Uses approved applications to connect remote workers and provides support for their connection and application issues
- Willing to work at non-standard work times (including early mornings, evenings, and weekends) to minimize downtime to users as requested by Technology Services Director
- Maintains and keeps current all hardware and software and licenses for the Tenacre computer network and applications in the cloud
- Able to create online surveys and forms
- Diagnoses and troubleshoots problems with any aspect of the computer network, Wi-Fi network, Tenacre cloud applications, and internet access
- Performs proactive monitoring and alerting of all network devices, services, and servers to ensure continuous data service
- Has knowledge of and ability to carry out disaster recovery plans
- Designs user-friendly end-user instructions for systems and provides training where needed, including annual cyber security awareness training, in coordination with the Director
- Maintains informational inventories and databases on all systems; keeps and updates the detailed database on Tenacre computers
- Holds daily/weekly/monthly data backups, storage, and retention
- Creates and maintains documentation for all processes and procedures
- Provides setup and support for video conferences and webinars
- Walks or drives cart considerably and safely throughout Tenacre property to work in all weather conditions; works in confined spaces; climbs ladders to equipment in attics; lifts equipment (computers, monitors, printers, projectors, screens, etc.) up to 50-60 lbs, able to bend and crawl to do wiring; able to mount cable onto reel holder and move 50 lbs cable reels
- Utilizes the Tenacre phone system, office equipment, and all Microsoft Office programs skillfully
- Willing to learn continuously by self-educating, attending seminars or courses, as required by the Director
- Coordinates with the rest of the Technology Services team to meet the team objectives

- Supports the Director as needed with scheduling meetings, sending emails, making phone calls, making purchases and other needed assistance
- Crossed trained in the roles and responsibilities of the Media – Administrative Assistant and Technology Services Systems Engineer
- Performs other duties as assigned

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Member of The First Church of Christ, Scientist, in Boston, Massachusetts
- Primary Christian Science Class Instruction by a Journal-listed CSB, preferred

**Education and/or Experience:**

- Must possess a demonstrated ability to troubleshoot computers, telecommunication equipment and audio-visual systems
- Training and experience in computer networking or a related area is required
- Two years' experience in a high-paced customer service environment preferred
- Bachelor's degree, required
- Demonstrated ability to read, write and speak English, which is understandable by staff and vendors
- Technical certifications in current computer network operating systems such as CompTIA A+ and Network+, Microsoft certifications, or similar, preferred
- A state issued driver's license