Position Description

TITLE: **IT Specialist**
I REPORT TO: **Technical Director**
CATEGORY: **Full-Time**
SALARY RANGE**: $45,000-$50,000/ year**
LAST UPDATED: **October 2026**

POSITION SUMMARY
The IT Specialist is the hands-on technical lead for all information systems at Grace Bible Church (GBC) across the Lynnhaven, Norfolk, and Strawbridge campuses. This role installs, configures, secures, and supports the church's network, cloud services, endpoints, and Church Management System, and serves as the primary help desk resource for staff and volunteers. Working under the direction of the Technical Director, the IT Specialist turns technology standards into reliable daily operations, embracing the principles of Grace, Humility, and Teamwork to foster discipleship, strengthen community, and serve the church body with excellence.

General Qualifications:

- Follower of Jesus Christ, exhibiting a growing relationship and spiritual maturity
- Committed to the vision of Grace Bible Church
- Emotionally and spiritually mature
- Strong troubleshooting and problem-solving skills
- Patient, service-minded approach to helping staff and volunteers of all skill levels
- Excellent communication and interpersonal abilities
- Strong follow through
- Detail oriented
- Able to work independently and as part of a team
- Thrives in a multi-task/multi-project environment
- Excellent organizational and time management skills
- Enthusiastic and energetic for ministry and people
- Positive/pleasant attitude & demeanor

Specific Qualifications:

- Associate's or bachelor's degree in Information Technology, Computer Science, or a related field preferred; or an equivalent combination of education and experience
- Minimum of three years of hands-on IT support or systems administration experience
- Proven experience with Windows, macOS, and iOS
- Experience administering Microsoft 365, Entra ID, and Intune
- Hands-on experience with UniFi switches, wireless access points, Camera and Door lock systems, and similar firewalls in a multi-site environment.

- Working knowledge of SQL; experience with RockRMS and Lava is a significant advantage
- Familiarity with AV networking and live streaming systems is a plus
- Certifications such as CompTIA A+, Network+, or Security+, Microsoft Endpoint Administrator, Apple Certified Support Professional, or Ubiquiti URSCA are preferred
- Prior experience in a church or nonprofit environment is a plus

General Responsibilities:

- Serve as the primary help desk resource for staff and volunteers at all campuses
- Troubleshoot hardware, software, printer, and connectivity issues promptly
- Develop documentation, staff guides, and training sessions for current and new systems
- Install, configure, and maintain Windows PCs, Apple Macs, and iOS devices
- Manage identities, devices, and compliance through Microsoft Entra ID and Intune
- Deploy operating system and application updates, patches, and user software for worship, communication, and administration
- Maintain hardware and software inventory and support equipment lifecycle replacement
- Administer Microsoft 365, including Exchange Online, SharePoint, OneDrive, and Teams
- Manage AWS services, including DNS
- Manage user accounts, licensing, and access permissions
- Configure and maintain firewalls, switches, and wireless access points (UniFi) across all campuses
- Monitor network performance and resolve connectivity issues
- Ensure a reliable network for both IT and AV systems, partnering with production teams on AV networking and streaming needs
- Manage servers, storage, and backups; perform routine updates and preventive maintenance
- Administer RockRMS, including security roles, workflows, data cleansing, and new module implementation
- Build custom reports, lists, and dashboards using SQL and Lava
- Maintain MS SQL Server databases and reporting tools
- Implement cybersecurity controls, backups, and policies set by the Technical Director
- Monitor security alerts and respond to incidents, escalating as needed
- Document procedures, configurations, and system changes
- Perform ministerial duties as needed

Schedule and Work Environment:

- Full-time, primarily weekday office hours, with all Sundays and occasional event coverage
- Travel between the Lynnhaven, Norfolk, and Strawbridge campuses
- After-hours maintenance windows and on call for outages
- Ability to lift up to 50 lbs., climb ladders, work on lifts 40+ feet above the ground, and work in equipment rooms and ceiling spaces