

JOB DESCRIPTION



羅省第一華人浸信會

FIRST CHINESE BAPTIST CHURCH
LOS ANGELES

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Technology Specialist

Employment Status and Hours: Non-exempt; full-time

Prepared Date: October 20, 2023

Reports to: Systems Director (SD)

Typical Work Schedule: 40 hours per week; flexible work hours

Job Summary: The Technology Specialist oversees the development, implementation, maintenance, and end user support technology solution that furthers the ministry of FCBCLA. Responsible primarily for day-to-day operations and support of ministry software, and related user interfaces such as web, mobile, streaming, and social platforms.

Delegated Authority: N/A

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Develop, maintain, and support the Church Management System (CMS) platform
 - a. Serve as the primary system administrator
 - b. Develop and manage registration and events for ministry usage
 - c. Generate reports to analyze trends
 - d. Complete regular internal system audits and prepare for system updates
 - e. Evaluate, recommend, and integrate apps into church-related usage and church office workflows
 - f. Provide training for church pastors, staff, and leaders
2. Media coordination and management
 - a. Serve as the primary administrator of church-related websites and applications
 - b. Manage church-related media accounts and resources, including streaming, stock, and social media
 - c. Maintain and improve church-related media systems and platforms, including websites, recordings, digital files, and applications
3. Technology support
 - a. Assist end user and troubleshoot technology issues
 - b. Communicate and troubleshoot with external tech support teams to resolve issues with applications and systems
 - c. Coordinate with SD and MSP (Managed Service Provider) to support network infrastructure for church-related systems

EDUCATION and/or EXPERIENCE:

College degree with study in information systems, computer science, or related field or equivalent combination of education and experience

CERTIFICATIONS OR LICENSES:

N/A

PERSONAL QUALIFICATIONS INCLUDE:

Those that serve God on the staff at FCBCLA are expected to set a high standard of personal conduct and lifestyle.

1. Must be a born-again Christian; have a personal relationship with Jesus Christ and a heart for ministry
2. Must hold to the FCBCLA Statement of Faith
3. Ability to maintain strict confidentiality
4. Respectfulness
5. Cultural awareness and sensitivity
6. Demonstrated sound work ethic and a “customer service” orientation

LANGUAGE SKILLS:

Good verbal and written communication skills in English required. Proficiency in verbal and written Cantonese or Mandarin a plus.

OTHER SKILLS:

- Strong leadership and project management skills
- Excellent analytical and problem-solving skills
- Solutions oriented and able to think objectively and creatively
- Strong communication skills (oral and written) with the ability to explain technology in a way that promotes understanding and builds consensus
- Able to write technical documentation, procedures, and project plans
- Able to operate computers and standard office equipment
- Able to build effective relationships and teams among staff and volunteers across all language groups
- Able to work independently as well as in a team environment
- Able to multi-task and meet deadlines
- Desire and ability to keep informed of new technologies
- Organized; manages department workflow and resources
- Flexible; responds well to changing needs and workflow demands
- Self-starter and proactive; anticipates what needs to be done, takes ownership of work and follows through

PHYSICAL DEMANDS:

Sedentary work, with occasional lifting, carrying, pushing, and pulling of objects weighing up to twenty pounds. Talking, hearing, seeing, and keyboarding is required with occasional stooping, crouching and reaching. Position requires approximately 90% sitting and 10% walking or standing.

WORK ENVIRONMENT:

Normal office environment

HOURS:

Full-time; flexible hours

SALARY:

\$60k – \$65k annually

Salary is commensurate with experience. This job description is intended to convey information essential to understanding the scope of this position and not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position. This job description is subject to change by the church as the needs of the church and requirements of the job change.

PLEASE SUBMIT RESUME to jobsubmission@fcbc.org