



Job Description

Job title	<i>Application Support & Developer (12-month contract position)</i>
Group	<i>Technology Dept.</i>
Reports to	<i>IT Manager</i>
Date	<i>June 9, 2025</i>

Location: Bayview Campus

Church Background

Richmond Hill Christian Community Church (RHCCC) is a Purpose-Driven, multi-site campus church that carries out the five purposes of the New Testament Church: Worship, Fellowship, Discipleship, Ministry, and Mission. We are a multi-cultural, multi-generational, and multi-lingual (3M) evangelical church which ministers in English, Cantonese, and Mandarin. To learn more about RHCCC, visit <https://rhccc.ca/rhccc/e/>

Reporting Structure

This is a full-time 12-month contract position report to the IT Manager.

Duties and Responsibilities

1. User & Ministry Support

- Provide application support to users by responding to inquiries and ensuring smooth day-to-day IT operations.
- Prepare and conduct application training for new users and/or for newly implemented applications.
- Identify and resolve issues in the codebase and assist in troubleshooting.
- Assist with software deployments and updates.

2. Application Development & IT Solutions

- Develop or customize software solutions to support the church's ministry and technology roadmap, including:
 - Church management systems (e.g., Rock)
 - Databases and analytics tools (e.g., SharePoint)
- Develop and implement professional-grade software with a focus on quality, reliability, security, and long-term sustainability.

- c) Write, debug, test, maintain, and document software components.
- d) Review designs and solutions with the team and manager.
- e) Gather and document user requirements.

3. People & Project Management

- a) Assist the manager in onboarding and training volunteers to support the church's IT functions.
- b) Assist the manager in processing IT contracts and invoices.
- c) Collaborate effectively with project teams by participating in meetings and contributing to joint initiatives.

Competencies and Key Skills

1) Required Experience in:

- a) Microsoft Forms
- b) Microsoft Bookings
- c) Microsoft Power Query
- d) Microsoft Power Automate
- e) Microsoft SharePoint & SharePoint Administration
- f) Microsoft Office 365 Administration
- g) Relational databases

2) Preferred Qualifications:

- a) Familiarity with RHCCC's 3M culture
- b) Basic knowledge of Rock Church Management System
- c) Basic knowledge of learning platforms
- d) Basic understanding of financial/accounting systems
- e) Prior experience working in a nonprofit organization

Soft Skills

- 1) Ability to balance strategic thinking with attention to detail
- 2) Strong team collaboration skills
- 3) Self-motivated and proactive
- 4) Comfortable working across disciplines and functional areas
- 5) Ability to assess risk and exercise sound judgment
- 6) Skilled in engaging with individuals of diverse personalities
- 7) Excellent analytical and problem-solving capabilities
- 8) Strong communication skills with both technical and non-technical audiences

Qualifications

- 1) Bachelor's degree in Computer Science, Information Technology, or a related technical discipline
- 2) Minimum of 5 years of experience in the IT field
- 3) Proven success working in organizations of similar size, scope, and complexity
- 4) Mature Christian in good standing and actively involved in church service

- 5) Solid understanding of RHCCC's values, vision, direction, culture, and organizational structure
- 6) Fluency in English; proficiency in Cantonese and Mandarin is a strong asset
- 7) Familiarity with RHCCC's 3M culture
- 8) Basic knowledge of Rock Church Management System
- 9) Basic knowledge of learning platforms
- 10) Basic understanding of financial/accounting systems
- 11) Prior experience working in a nonprofit organization

Working Conditions

Monday to Friday regular office hours. After-hours meetings with volunteers are expected.

Physical Requirements

Nil

Direct report to this position

Nil