RHCCC

Senior IT Administrator (Part-time 1 year contract)

Location: Richmond Hill, Ontario, Canada

Who we are?

Richmond Hill Christian Community Church (RHCCC) is an evangelical church with 35 years of history serving in the Richmond Hill and Greater Toronto Area. Our congregation is over 4,000 people and in three difference languages, Cantonese, English and Mandarin. To learn more about RHCCC, visit rhccc.ca

What is the opportunity?

You will be part of the newly expanded Central Technology Team and play an important role in modernizing and professionally managing our IT systems and applications. With the digital world being a key ministry differentiator and disruptor, especially since the pandemic, RHCCC has identified cloud technologies as a key area of investment. Your work will bring major impacts to how the church runs our ministries and how effectively we can reach our audience and bring them to Christ.

You will partner with a wide range of pastoral and non-pastoral staff and volunteer teams to help move ministries forward with technology.

What will you do?
- Manage RHCCC's Office 365 environment
- Support and administer key online systems that run the church's daily operations
- Respond to technical problems and perform troubleshooting
- Assist the on-premise IT infrastructure team when needed
- End user application support and training for staff and congregation to help them effectively access and utilize all official RHCCC online services
- Record keeping and administration of all licenses and software subscriptions
- Execute on new technology implementation projects as required
- Conduct training sessions, write user guides, and record tutorial videos
- Research and pilot new software and tools
- Work with the Director of Technology to establish and enforce church wide technology policies and guidelines
- Liaison with external vendors
- Work effectively with other tech staff and volunteers

What do you need to excel?

- A mature Christian and commit to the philosophy, values, mission and Tenets of Faith of RHCCC
- At least 4 years of working experience as an IT administrator
- Resourcefulness with a can-do attitude
- Work well in a fast-paced and constantly changing environment, and the ability to create order and structure out of chaos
- Patience and compassionate mind for non-technical end users
- Excellent customer service people skills and ability to communicate effectively with non-technical users in languages they can understand
- Specific experiences in the following areas:
    - Office 365 administration
    - Configuring Web servers and databases
    - Windows and Linux environments
    - Web-based software and mobile apps support
    - End user support and training
- Preferable additional skill sets:
    - Network administration on Juniper network devices
    - Wireless Network Administration on Aruba WiFi network devices
    - Hands on experience on server virtualization and administration with VMware
    - Programming / coding skills
    - Knowledge in IT security
    - Verbal and written communications in Chinese (Cantonese or Mandarin)

Working conditions

- Around 3 days (24 hours) of work a week. The exact number of hours and days can be negotiable.
- 1 year contract with possibility to renew or convert to permanent based on RHCCC's needs and your performance
- Remote working is possible for the majority of the time, with occasional on-site work as needed
- Some work outside of standard office hours is necessary due to church event schedules, technical emergencies, and schedules of volunteers for meetings

Reporting structure

You will report to the Director of Technology.