



# LIFE.CHURCH

## OPERATIONS

**Job Title:** Infrastructure Engineer  
**Department:** 104 – IT  
**Reports to:** Director of Infrastructure  
**Status:** Exempt  
**Supervisory role:** No  
**Last updated:** 6/4/2021

*Life Church wants to make a lasting difference in your life, in our community, and in the world. Our mission is to lead people to become fully devoted followers of Christ. That's how we're able to make a difference, and it's the driving force behind everything we do.*

### Job Summary

The Infrastructure Engineer is primarily responsible for problem solving, innovating, and maintaining infrastructure hardware. This role will also support current and identify new infrastructure management software by researching new technological trends in the market. The Infrastructure Engineer will also focus on managing staff support tickets, volunteer engagement, and other project outcomes.

### Duties and Responsibilities

- I. Provide infrastructure support
  - Support current and identify new infrastructure management software
  - Manage account maintenance for staff and ensure a great day one experience
  - Design and deploy organization-wide software solutions
  - Perform infrastructure or server-side maintenance regularly
  - Ensure system reliability by resolving tickets timely while maintaining communication on progress throughout
  - Implement security and data privacy standards across software solutions
- II. Additional support responsibilities
  - Act as on-call support on a rotating basis
  - Support the IT Helpdesk as an escalation point for org-wide software
  - Assist IT team with p-card coding
  - Manage relationships with vendors and act as a point of contact
  - Communicate and delegate tasks to IT volunteers and review work as needed
  - Develop and maintain up to date knowledge of scripting languages
  - Seek out ways to improve and innovate current infrastructure hardware through researching trends in technology and partnering with other organizations or vendors

### Knowledge, Skills and Abilities

- Excellent verbal, written, and interpersonal communication skills in order to maintain relationships and partnerships
- Maintain a systematic and organized approach to completing assignments accurately, thoroughly, and timely
- Clearly explain complicated and detailed processes in a concise and simple way
- Ability to self-motivate, take initiative, make independent decisions, and problem-solve
- Ability to collaborate in a team environment and work independently

## Education/Experience

- High School Diploma or GED
- 1-3 years of related work experience

## Working Conditions and Requirements

This position receives general direction while working from established policies and objectives. This position plans and carries out assignments and will resolve most situations that arise. Completed work is generally monitored only to determine the effectiveness in meeting position/team objectives. This role works in a fast-paced environment with multiple interruptions. It is essential for this role to balance daily responsibilities while maintaining a high level of concentration and stress tolerance.

The physical activity of this job includes sitting, standing, and walking for an extended period of time. This role regularly communicates through talking and hearing and must be able to do so efficiently and effectively. Must be able to lift up to 25 pounds on occasion.

At Life.Church, every staff member and intern is a minister, and is expected to fully engage in the ministry of the church. We consider ministry readiness, and an individual's capacity to represent Life.Church's beliefs as a minister, during the selection process for all staff and intern positions. An essential function within every position held by a staff member or intern at Life.Church is to uphold and represent Life.Church and our beliefs in all areas of personal and professional life.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Team Leader Signature

\_\_\_\_\_  
Date

Life.Church refers to Life.Church Operations, LLC for the purposes of this document.