



**Job Title:** Rock RMS Product Engineer

**Department:** 105- Rock

**Reports to:** Director of Rock RMS

**Status:** Exempt

**Supervisory role:** No

**Last updated:** 9/14/2021

*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 Rock RMS Product Engineer will primarily be responsible for developing ministry tools within Rock RMS and providing Rock RMS support as needed to Life.Church staff.

### Duties and Responsibilities

- I. Designing and implementing features within Rock RMS
  - Build, configure, and test new features and processes
  - Understand ministry needs and communicate with ministry stakeholders regarding open projects
  - Assist with software upgrades
- II. Technical Ministry Support
  - Provide great customer service to Life.Church staff and volunteers in-person, on the phone, and via the support desk system
  - Troubleshoot technical issues and develop a prioritized action plan for resolution
  - Receive and analyze end-user feedback and determine an appropriate course of action based on that feedback
- III. Documentation
  - Complete technical documentation for new projects
  - Coordinate with the support team to ensure that the Rock support articles are kept up to date

### Knowledge, Skills and Abilities

- Excellent verbal, written, and interpersonal communication skills 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

- Bachelor's Degree
- 1-3 years of related work experience

Life.Church retains the right to change, update, or assign other duties to this position, as necessary.

## 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 maintain a balance of concentration and stress tolerance to carry out daily role responsibilities.

This position will require the ability to frequently traverse and/or remain in a stationary position for prolonged periods. 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.

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Employee Name (Printed)

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Employee Signature

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Date

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Team Leader Signature

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Date