

IT Support Specialist & Systems Administrator

Location: City Campus (150 Ferry Road, Christchurch)

Hours of Work: 25-37.5 hours per week (flexible based on candidate)

Grace Vineyard Church is a multi-campus church throughout Canterbury, New Zealand. Our range of services and Campus venues enables us to meet the needs of our diverse community. All our services at each Campus include worship and a practical Bible-based talk relevant to everyday life.

Job Overview:

The IT Support Specialist & Systems Administrator will provide high-quality technical support to our growing multi-campus church operation. This role ensures that our 60+ staff members are fully equipped to perform their ministries seamlessly. You will handle daily helpdesk tickets, onboard new staff, maintain critical network infrastructure across 5 active campuses, and play a hands-on role in deploying tech systems at our upcoming facilities (including Tuam St and Rossendale). This role is vital for creating team redundancy and ensuring our operational platforms remain secure, reliable, and scaling effectively.

Key responsibilities:

• **End-User Support & Helpdesk Management**

- Act as the first point of contact for daily staff IT support tickets across all campuses (hardware, software, networks, access permissions).
- Efficiently diagnose and resolve technical issues to minimise downtime for ministry and administrative staff.
- Manage user account life cycles, including onboarding new employees (setting up laptops, email, software access) and offboarding.

• **Multi-Campus Network & Systems Administration**

- Help monitor, maintain, and troubleshoot core network infrastructure across our sites.
- Manage device fleets (Mac, Windows, mobile devices) utilising Mobile Device Management (MDM) tools.
- Assist in managing multiple church trusts, domains, and cloud environments (such as Microsoft 365, Google Workspace, or specialised church databases).

• **Facility Deployments & Projects**

- Work hands-on to deploy network hardware, Wi-Fi access points, printers, and workstation setups at upcoming expansion projects (e.g., Tuam St, Rossendale).
- Assist with software upgrades, cybersecurity audits, and disaster recovery testing.

• **Operational Continuity & Documentation**

- Cross-train on critical systems to act as a seamless backup for the IT Manager, removing single-point-of-failure risks.
- Maintain clear documentation for IT processes, hardware inventories, and license allocations.

• **Key Qualifications & Skills**

- Experience: 2+ years of experience in an IT helpdesk, technical support, or junior systems administration role.
- Technical Skills: Proficiency in Windows/macOS operating systems and troubleshooting hardware.
- Networking: Practical understanding of networking baselines (TCP/IP, DHCP, DNS, Wi-Fi configuration, switches/firewalls).
- Cloud Ecosystems: Experience with cloud ecosystems (M365/Azure, Google Workspace) and identity management.
- Soft Skills: Excellent problem-solving skills, strong communication, patience, and a service-oriented mindset suited for a church staff culture.
- Logistics: A valid driver's license and reliable transport to travel between local campuses as required.

General responsibilities:

- Adhere to Grace Vineyard Health & Safety regulations.
- Be a fully committed member of our Grace Vineyard team to serve our church and community.
- Responsible for executing all tasks and duties relevant to Grace Vineyard's goals and objectives, including but not limited to administrative tasks, assistance with church-related programs and events, and any other duties as assigned by the church leadership.

Date: _____

VACANT