

Information Systems Associate

Milestone Church
 Keller, Texas

Employment Type: Part-Time
 20 hours per week

Synopsis of Role

Provide functional systems training and support for our business and database applications to all ministry departments in the areas of event registration, children's check-in, volunteer management, participant management, contact management, attendance & headcount, reporting, and any other digital needs. The underlying church management system utilized is Fellowship One (F1) and the employee intranet system utilized is Podio.

Principal Responsibilities

- Be the subject matter expert for both Fellowship One and Podio.
- Serve as quality control and administrative resource for F1 and Podio. This includes user & permissions
- Provide ongoing training and education to staff to help raise functional capability with technology tools (F1, Podio, Google Drive, Excel, Word, Formstack, Lynda.com, Tableau, etc).
- Maintain documentation for standard operating procedures and training resources as it relates to interaction with information systems.
- Lead monthly meetings with administrative staff to help identify and address common issues and challenges and provide training.
- Manage and respond to F1 and Podio support tickets and act as a liaison between the staff and the support teams for each system
- Collaborate with Lead Team on non-recurring projects (i.e. performance dashboards & church metrics).
- Work through weekly/monthly/quarterly/annual data integrity checklists to maintain clean and reportable data in F1.

Competencies Critical to this Position

<i>Core Competencies</i>	<i>Technical Competencies</i>
Strong interpersonal, organizational and project management skills	Knowledge of computers and relevant software application
Quick learner of technology	Proficiency in Microsoft Office and Google Sheets
Methodical problem solver	Experience with Fellowship One or another church management software preferred

Education & Experience Requirements

- High school diploma
- Related work experience of 3+ years
- A combination of education and experience may be acceptable
- Member of Milestone Church

Key Performance Measurements

- Average days of open support tickets
- Draft set of standard operating procedures (handbooks/manuals)
- General feedback from ministry departments
- Project-based deliverables

This description outlines the basic tasks and requirements for the position noted. It is not a comprehensive listing of all job duties.

If you are interested in this opportunity, please send your resume and cover letter to recruiting@milestonechurch.com, Attn: Samantha Newby

Milestone Church offers comprehensive benefit packages which are regularly reviewed to maintain competitive levels. Salary will be based on work experience, education level and relevant skill sets.

We would like to thank all applicants, however only those who qualify for an interview will be contacted.