



Platform Services Administrator

SUMMARY:

Alfred Street Baptist Church (ASBC) is excited to announce our search for our **Platform Services Administrator**. Our church has over 10,000 members and continues to grow “Building Disciples to Win the World for Christ.” ASBC has over 80 ministries to meet member needs. We seek top performers who can advance the work of the Lord. We seek people who have much to offer and are dedicated servants of God. We also seek those individuals who are upbeat, loyal, resourceful and are dedicated to working to fulfill our mission.

The full-time Platform Services Administrator will work under the direction of the Platform Services Manager. The Alfred Street Baptist Church (ASBC) seeks a creative, self-motivated individual to join our team as a Platform Services Administrator. The Platform Services Administrator actively manages, collaborates and engages to support all Alfred Street Baptist Church online systems. This person will work closely with leadership to deliver support of a hybrid environment including in-person services and an online community via virtual events. Candidate will be responsible for the day-to-day administration and operation of various cloud-based Software-As-A-Service (SAAS) and Platform-As-A-Service (PAAS) products. Monitoring of critical reports, systems and dashboards to identify and report on critical issues that affect the Platform Systems at the ASBC. Must also participate in technology projects and tasks related to cloud-based systems and services.

A successful candidate should have strong leadership and strategic planning skills. Ultimately, a top-notch Platform Services Administrator should have excellent project management, analytical, and decision-making skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for administration, account management, backup/recovery, system upgrades, webinars, collaboration tools and day-to-day support of platform system operations.
- Provide Tier I/II support for internal and external users a ticket management system.
- Manage Visitor/Event Portals while coordinating with required team members and resources.
- Coordinate, support, and participate in meetings to review learning system curriculum, evaluation feedback, and recommended changes
- Manage, support, monitor and train individuals on the use of platforms such as Zoom and Microsoft Teams.
- Review and respond to critical software updates on a daily basis, or in real-time as major threats are announced.
- Create and update technical documentation and 'how-to' articles for team members, staff and users of online platforms.
- Adhere to ASBC Information Security and governance policies.
- May be required to provide support after normal business hours and/or weekends.
- Other duties as assigned

CORE COMPETENCIES REQUIRED:

Interpersonal Skills: Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the organization; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.

Attention to Detail: Consistently attends to the many small pieces, which must be assembled into an organization as a whole; follows up on missing or out of balance items; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.

Initiative: Enjoys working hard; is action oriented and energetic about worthwhile activities; not fearful of taking calculated risks; seizes opportunities; sets demanding but achievable objectives for self and others.

Integrity and Trust: Is seen as trustworthy by others; practices direct, honest and transparent communication; keeps confidences; admits mistakes; doesn't operate with hidden agendas; responds to situations with constancy and reliability.

Spiritual Maturity: Shows strong personal depth and spiritual grounding; demonstrates integrity by walking the talk, and responding with constancy of purpose; is seen by others as trustworthy and authentic.

EDUCATION, CERTIFICATIONS AND LICENSES:

The Platform Services Administrator requires the following:

- Bachelor's degree
- 5+ years of technical experience required
- Highly proficient with Microsoft Office 365 Suite, SharePoint Online, Zoom & Teams.
- Experience utilizing Tovuti or a Learning Management Systems (LMS) a plus
- Strong analytical, problem solving, and interpersonal skills
- Outstanding written and oral communication skills
- Experience facilitating workshops, classes and virtual meetings.
- Knowledge of religious-based organizations and experience working with faith-based communities is strongly preferred
- Proficiency with basic HTML, Adobe products and graphic design a plus.

- Three years of experience which demonstrates competency in coordinating various project elements to result in a finished project.
- Experience should also demonstrate competency in writing, editing and/or design, as well as the ability to easily learn new software applications.

APPLICATION PROCESS

Qualified candidates should submit a cover letter, resume, and list of three references using our online application system.

As a condition of employment, all employees hired after October 1, 2021 are required to be fully vaccinated for COVID-19 and able to provide proof of such vaccination. To make application for a medical or religious exemption, please contact the Human Resources Department.