IT Desktop & Data Analyst

Position Type: Exempt, Salaried (Includes some weekend days)
Category: Full-Time
Classification:
Reports to: IT Director

ORGANIZATIONAL OVERVIEW

At St. Luke's United Methodist Church, we are an open community of Christians helping people find and give hope through Jesus Christ. We are committed to our community on the northside of Indianapolis and have seen our reach grow regionally and beyond through our digital presence. With a membership of over 6,000 we are the largest United Methodist Church (UMC) in Indiana and one of the largest in the U.S.

People are attracted to St. Luke's for our values: Our commitment to live the mission of the UMC, "To make disciples of Jesus Christ for the transformation of the world" and living the Christian faith in a way that is open to everyone - regardless of their gender, race, ethnicity, sexual orientation, nationality, disability, or socioeconomic background. As a church we are working to ensure that our congregation and its leadership represent the diversity of the community in which we are located. We are dedicated to including women, people of color, and LGBTQ+ as staff and in positions of leadership and decision making.

POSITION OVERVIEW

The IT Desktop and Data Analyst is a full-time, exempt, salaried position that reports to the Director of Technology. Primary responsibilities include desktop and data support analysis to all ministries and operations staff. This includes being the first point of contact for pc set up, providing technical assistance and support, and Rock Church Management System data needs.

RESPONSIBILITIES

The role of the IT Desktop & Data Analyst will coordinate, provide guidance, and consult on the management of data going into Rock and the reporting of the Rock data to ministry areas.

Database management/analytics and reporting: Develop and run system reports to support business reporting needs of the leadership and the finance team which includes:

- Lead and manage computer hardware pool.
- Partner with third-party managed service provider vendors to manage software bundles and licensing.
- Manage account administration and computer access security management for Office365.
- Key contact for volunteers that are supporting "staff like" responsibilities in ministry areas.
- Partner with operations leadership to identify required reports and frequency of data including but not limited to:
  - Data views for mailings to Rock database, general group, and activity reporting.

- Database partner for Digital Campus - assist by pulling and analyzing data to help with decisions supporting programs and activities.
  - Manage data queries that help manage any data clean up required.
  - Identify common requests/needs and develop standard reports to meet those ongoing needs.
- Provide administrative support and be a report resource to the finance team in Realm ACS software and all other technical systems.
- Technical support across current and future tools (MS suite, survey monkey, Square, etc.).
- Create Rock groups and event registrations to ensure consistent and accurate information gets in Rock.

Other Responsibilities include:
- Coordinate awareness and process updates to ministry area power users that are learning Rock. Work effectively in their ministry areas to get data in/out of Rock.
- Assess IT training needs and help develop plans to address the gaps.
- Consult on registration consulting and creation as appropriate.
- Primary partner with Servant 42 for management and funneling of incoming trouble ticket requests from users for hardware, software, and network issues.
- General office technology support including church mailings and financial statements.
- Understanding and implementation support of all IT tools planned or implemented in the church.
- Availability for support during critical church initiatives, events, and activities.

QUALIFICATIONS

Demonstrate passion about the Christian faith, actively seek to grow in personal relationship with God, and be committed to the mission and purpose of St. Luke's.

- IT or related college degree preferred.
- Knowledge and skills in MS Office administration.
- Working knowledge or ability to learn financial software (ACS Financials, Square, QuickBooks, etc.)
- Preferred work experience or ability to expand learning of ROCK RMS.
- Understanding of relational data and key structures used to organize and relate data.
- Experience with extracting data, developing excel worksheets, creating charts, graphs, and tables.
- Proven problem solving, attention to detail, organizational and communication skills.
- Highly self-motivated and directed.
- Ability to understand technology, ask targeted questions, and clearly communicate and educate system users in a user-friendly language.
- Project management experience and the ability to multitask across competing priorities.
- Team oriented and comfortable working with and assisting others.
- Attend weekly Staff Chapel and Department Meetings.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.