IT Analyst

Full-time (40 hrs./week) - on campus
Reporting to the CIO

Summary

The IT Analyst will share accountability with other IT team members to provide immediate deskside, classroom, and conference room help for seminary colleagues as needed. The IT Analyst will also provide technical assistance to the seminary teams supporting Transform (our online eLearning environment built with LearnWorlds), the main seminary website (Webflow), Shopify, Blackbaud Raiser's Edge and Financial Edge, and other similar web-based commercial applications. The IT Analyst must have sufficient demonstrated developer skills to work on new development projects as needed and to support existing custom systems.

Key Responsibilities

1. Be on campus and available to respond to problems during scheduled work hours. Responding to faculty and staff technology problems is the top priority.
2. Follow-up, communicate, and bring closure to all reported problems.
3. Provide technical support for commercial software systems (such as Shopify, LearnWorlds, Webflow, Blackbaud, etc.).
4. Support in-house developed interfaces, applications, ad hoc data manipulations, and other required development work.
5. Work as directed by the CIO to assist IT team members with new software/hardware projects.

Requirements

- Professing Christian who embraces the vision and mission of the seminary
- Applicable education, technical training, or equivalent experience
- Previous deskside or end user support experience highly desirable
  - Experience in providing hardware/software troubleshooting and problem resolution on both Apple and Windows platforms
  - Proficiency in Microsoft Office Suite and familiarity with administrative support features
  - Able to troubleshoot and solve AV problems in classrooms and conference rooms (e.g. Teams meeting problems, room displays and microphones, etc.)
  - A warm and positive personal manner, patient, highly accessible, thrives on serving others by solving their technical problems
- Sufficient developer skills to
  - Create/maintain custom reporting applications, custom library applications, and other in-house developed systems
  - Perform ad hoc data extract/transform/load operations for our major systems
- Technical proficiency to
  - Write and maintain Javascript/React web app code
  - Deploy and maintain cloud applications
  - Integrate with cloud databases

- o Write and use scripts (SQL & a scripting language of choice) for data migration and clean up scenarios
- Familiarity with the following is desirable:
  - o Tooling – Azure cloud technologies (especially Web Apps, Cosmos Db, Container Registry, and Enterprise Apps), Microsoft Entra, Payload CMS, Next.js
  - o Languages – Typescript, Python, HTML/CSS
- Attentive to details, organized and methodical, collaborative skills for sharing workload and responsibilities in a team environment