



hr@admntx.org / [ADRN.org](https://www.adrn.org)

JOB TITLE:

IT Support Specialist

JOB SUMMARY:

The Austin Disaster Relief Network (ADRN) is a Christian nonprofit 501(c)(3) organization, comprised of over 190 Greater Austin churches and thousands of trained volunteers bringing hope into crisis. ADRN's network enables and empowers church members to organize, prepare, mobilize, and respond quickly in the event of a disaster, great or small.

ADRN is in need of an IT specialist to assist in the setup and maintenance of IT equipment and systems at ADRN offices and in the field during deployments. This individual will be maintaining PCs, Chromebooks, and Mac systems, Ubiquiti networking gear, video recording systems, and various software systems used by ADRN. This is a full-time salaried position with the primary work location being the ADRN HQ Offices. This is not a remote position.

RESPONSIBILITIES:

- Setup and maintenance of all computer assets.
- Troubleshoot network and software issues.
- Ensure ticket queue is handled in a timely manner by completing or escalating tickets.
- Responding to needs as they arise.

MINIMUM QUALIFICATIONS:

- General knowledge of PC, Mac, MDMs, and Networking Infrastructure.
- Willingness to learn new systems.
- Excellent communication skills.
- 2-3 Years of experience supporting IT infrastructure.
- Exhibit strong troubleshooting skills.
- Demonstrates a strong sense of ownership.
- Naturally curious, love learning new things, and are proactive in sharing knowledge with others.

PREFERRED QUALIFICATIONS:

- CIS/MIS Degree.
- Knowledge of Device Management for Windows & Apple hardware.
- Understanding of Google Workspace Administration, Asana, Slack.
- Understanding of Ubiquiti Routers, VPN, Switches, APs, PtMP, Unifi Protect, UID.
- Possess a strong sense of urgency in driving tasks and internal projects to completion.
- Basic understanding of digital soundboard systems.
- Basic understanding of Asterisk and FreePBX VOIP Phone systems, IVRs.
- Basic understanding of Amazon AWS hosting.

ORGANIZATIONAL EXPECTATIONS:

- Handle all conflicts through biblical conflict resolution.
- Learn, understand and embrace ADRN/UDRN culture, spiritual history, ADRN vision, and mission statements, and I AM Ready™ and Life-Sustaining Church™ programs.
- Seek God's face, read His Word, and be led by the Holy Spirit.
- Communicate clearly with peers, co-workers, and team members.
- Set the tone on reliability, attendance, high-performance standards, and what it means to be an I AM Ready™ Christian, emotionally, spiritually, and physically to all volunteers.
- Spend minimally one planned, full day per month, away from the office, seeking God's face for direction, guidance, support, and relief for the role. Spend time in the word and prayer with God for spiritual instruction, growth, and rest.
- Attend all of ADRN's emotional, spiritual, and physical training to understand the depth of what ADRN offers churches and volunteers.
- Fulfill a minimum of 40 hours per week.
- Attend Thursday morning All Staff Prayer and All Staff Meetings at HOPE Prayer Center, as well as fulfill other staff expectations.

KEY EXPERIENCES:

- Willingness to accept our Statement of Faith.
- Excellent interpersonal skills.
- Resourceful and innovative problem-solving skills.

ETHICAL STANDARDS:

ADRN has a reputation for conducting its ministry and activities with integrity and in accordance with the highest ethical and Biblical standards. All employees of ADRN must be committed to the Lord Jesus Christ, in accordance with the Bible and with ADRN's Statement of Faith. The authority for making a determination of these standards for ADRN shall be the Board of Directors working in consultation with the Chief Executive Director, applying their interpretation of the standards set forth in the Bible.