



Job Description

Position Title: Data Specialist
Reports To: Tech Ops Director
Revised: 01.31.2022

Department: Tech Ops
Status: Full Time; salaried, exempt
Campus: Campus Support

Primary Purpose

NewPointe's Data Specialist will contribute to seeing lives changed by providing expertise and support to Rock RMS (Relationship Management System), ultimately inspiring people to follow Jesus. This includes supporting the weekend digital experience, managing features and training in Rock RMS, and providing support of larger project initiatives.

Key Result Areas (KRAs)

- Triage help tickets and manage tickets status of related to Rock RMS support, website and mobile app bugs and fixes, and enhancements to our digital platforms
- Provide ongoing support and guidance on usage of the Rock RMS
- Manage roles/permissions, content channels, and other features of Rock RMS
- Remedy Rock RMS issues in conjunction with Tech Ops team
- Develop and lead training on effective usage of Rock RMS to all impacted users including, but not limited to, feature utilization and content template management
- Perform regular audits of Rock RMS content libraries, templates, etc. to ensure alignment to content management principles, style guides, and business rules
- Support our weekend experience during weekend service times to troubleshoot and solve any Rock RMS issues that arise
- Develop volunteers to help wherever possible within the department
- Other duties as assigned

Position Requirements

Supervisory:

- Lead and develop volunteers

Knowledge/Skills/Abilities:

- Strong analytical skills and high attention to detail
- Ability to communicate clearly and concisely, both orally and in writing
- Ability to work independently with minimal direction and handle change within a dynamic environment
- Adhere to tight timelines and delivery milestones
- Experience writing end user documentation or help articles
- Proficient in Rock RMS and/or programming/software development
- Coachable with a willingness/desire to learn Rock RMS and other disciplines



- Develop rapport with Rock RMS community as source of learning and development
- Desire to serve others
- Maintain confidentiality

Qualifications

Education:

- High School diploma required
- College degree in Information Technology, Computer Science, or related field preferred

Experience:

- Minimum of 3 years related experience

Licenses:

- None

Physical Activities/Requirements

- Able to lift 25 pounds
- Able to flex work hours to meet organizational needs
- Participate in on-call rotation to cover weekend services

Personal and Spiritual Requirements

- Profess Jesus Christ as Lord and Savior
- Commitment to personal spiritual growth and healthy lifestyle
- Model standards and expectations of leaders with in NewPointe, including:
 1. Partnership
 2. Tithe (within 3 months)
 3. Actively participate in small group accountability
 4. Regular attendance at NewPointe services

At NewPointe we value working though people to accomplish goals, as well as personally contributing at a level that requires God's help. By maintaining these priorities, we will put ourselves in a position where we can continue to strive for excellence and value reaching lost people.

ACKNOWLEDGMENT

I acknowledge that I have read the above job description and can perform the essential functions of the position with or without accommodation.

Applicant Signature/Date

Management Signature/Date