

Information Technology (IT) Specialist



Location: Hybrid (remote with occasional on-site)

Employment Type: Part-time Non-Exempt (25 hours/week)

Reports To: Director of Operations

Wages: \$30.76 per hour

About This Role

The Great Lakes Annual Conference seeks a reliable, service-minded IT Support Specialist to keep our digital tools running smoothly. This part-time, hybrid role supports the staff, leaders, and constituents of the conference by maintaining our forms, databases, website, Google Workspace environment, and more, providing friendly, responsive troubleshooting, and creating training resources that help our people use technology with confidence.

Key Responsibilities

Forms, Databases & Submissions

- Build, maintain, and update online forms in Jotform, including conditional logic, notifications, and submission workflows
- Manage and improve our Knack database applications, including SHORE, the GLAC conference CRM, for clergy and church data
- Administer Submittable for scholarship, grant, and charge conference annual reporting submissions

Productivity & Cloud

- Administer Google Workspace (email, calendar, Drive, shared drives, user accounts, groups, and permissions)
- Support staff use of the Microsoft Office suite (Word, Excel, PowerPoint)

Communications

- Maintain and troubleshoot Zoom for virtual meetings, webinars, and the phone system
- Support Text-Em-All for SMS messaging from the main line

Website & Digital Presence

- Alongside the communications team, maintain and update the Conference website on Duda, including content, pages, and links
- Support the Subsplash mobile app platform
- Manage domains and DNS through GoDaddy

Data, Mapping & File Transfer

- Support the use of Mapline for conference mapping of various datasets
- Manage DropSecure for secure file transmission

General IT Support & Troubleshooting

- Provide general IT troubleshooting and issue resolution for staff, conference leaders, and constituents, using remote support software; escalate complex issues to vendor support as needed
- Respond promptly and patiently to support requests across the conference's people and ministries
- Source and research technology through TechSoup and other vendors

Training & Resources

- Create helpful videos, webinars, screenshares, and how-to guides to help our people use Conference tools and technology effectively
- Document processes and maintain a library of accessible training materials for staff, leaders, and constituents

Qualifications

- Hands-on experience with form builders and low-code database/app platforms
- Experience with Claude AI a major plus
- Working knowledge of website content management and basic web maintenance
- Proficient in administering Google Workspace and Microsoft Office
- Strong troubleshooting skills with a calm, patient, customer-service approach
- Ability to create clear training content (video, webinar, screenshare) and explain technical concepts to non-technical audiences
- Self-directed, dependable, and supportive of the mission and values of the Global Methodist Church

Work Arrangement

Approximately 20 hours per week. Hybrid schedule combining remote work with occasional on-site presence as needed, with some flexibility to respond to time-sensitive support needs.