Job Title: Application and Process Support Specialist

Date: June 2022

Department: IT Infrastructure and Support

Location of Job: Orlando, Florida

Reporting Relationship: Director of Infrastructure and Support

Exemption Status: Exempt

Wycliffe Associates is a ministry, and our mission of Bible translation is a special calling. Wycliffe Associates trains Christians all over the world to become Bible translators and we seek to safeguard the integrity of the Scriptures through that process. While specific skills and experience are a major part of this role, what is most important to Wycliffe Associates, and to the Lord, is a person's heart. The person who fills this role should have a special calling from the Lord for ministry. In this role you are considered a minister of the gospel. For such a high calling, our lives and values should reflect that pure and holy calling. As we are told in 1 Peter 1: 15-16, "But just as He who called you is holy, so be holy in all you do, for it is written: 'Be holy, because I am holy."

Position Description

Responsible for providing support to Wycliffe Associates' Marketing and Finance teams, specifically in the areas of Donor Communications and Donation Processing. This includes supporting direct mail marketing campaigns, answering software usage questions, identifying solutions to business needs, and assisting staff with improving their use of donor relations applications, custom internal business apps, Office 365, SharePoint, Teams, and various other systems and processes. Works closely with vendors, business analysts, and team members to understand business requirements to ensure quality technical solutions.

Major Responsibilities

- Understand Wycliffe Associates donor communication model and strategy.
- Meet with business end users on a regular basis to understand their business processes as well as they do and offer improvements based on research of new or unused features of business apps.
- Take responsibility for the relationship with application vendors.
  - Assist with planning and implementing upgrades
  - Communicate with end users about downtime before, during, and after upgrades
  - Proactively trains WA staff on new features in our applications
- Utilize understanding of technology, business processes, accounting, finance, and financial systems to accomplish business improvement goals and help accelerate Bible Translation
- Communicate technical information and ideas both verbally and written so others will understand.
- Work on other projects and tasks as assigned by manager, including technology research and testing.
- Learn about new technologies and actively look for opportunities to improve our workforce skills. Conduct research on software and hardware products to justify recommendations and to support purchasing efforts.
- Administer and document WA software and systems (Studio Enterprise, Advanced Studio Online, Microsoft Teams, Security awareness training, Office 365, VPN, etc.)

Education, prior work experience, and/or specialized skills and knowledge

- Minimum of three years related work experience. Bachelor's degree preferred but not required.

- Detail oriented, must carefully complete tasks, avoiding mistakes and re-work. Must be independently motivated to perform responsibilities without supervision.
- Broad understanding of non-profit business processes, especially donation processing, direct mail communication, and digital marketing.
- Experience with Donor Management Software a plus, especially Donor Direct software suite (Studio Enterprise, Studio Online).
- Experience with SharePoint is a plus but not required.
- Experience working in a technical support environment, supporting users on Windows 10/11, Microsoft Dynamics CRM, Microsoft Teams, security awareness training, and Office 365 also highly desirable.
- Spiritual Bona Fide Occupational Qualification (BFOQ): Demonstrates desire and ability to support corporate Biblical and religious goals and participate in work related spiritual activities without mental reservation.

Personal Qualifications

1. Have a personal relationship with Jesus Christ and live a life in full alignment with our Core Beliefs.
2. Should sense a call from God to ministry (perhaps even from reading this job posting) and have a genuine caring for people.
3. Should have personal warmth that invites confidence and possess a personal integrity that never forfeits the trust that is offered.
4. Ability to be at ease with people from diverse cultures and backgrounds.
5. Demonstration of the attitudes of a servant leader.
6. Ability to work effectively with an occasionally virtual team.
7. Ability and desire to learn new technologies, improve skills, and adapt to change.

Wycliffe Associates makes employment decisions in accordance with applicable federal and state employment laws and regulations. As a religious organization, we are entitled to make employment decisions on the basis of religious beliefs and practices of the applicant or employee.