



Grace at the Fray

IT Support Specialist for Mission Agency ***Part-Time Job Opening in Jenkintown, PA***

Serge is a non-profit, mission-sending agency dedicated to sharing the gospel of Jesus Christ and bringing positive transformation to communities worldwide. We're seeking a part-time IT Support Specialist to join our IT department in the home office. IT Support Specialist will provide Tier 1 tech support and assist with IT administration to keep our systems running smoothly. Hours are 15–19 per week and may be completed in a hybrid capacity. If you're passionate about technology and interested in partnering with a faith-based organization, we invite you to apply.

Responsibilities

- Provide end user support for hardware, software, and network issues
- Support user access, device setup, and onboarding/offboarding tasks
- Manage and secure devices, user accounts, and inventory
- Help administer Google Workspace, Salesforce, and other tools
- Track support requests and document IT procedures
- Contribute to improving IT processes and system security
- Conduct basic training for staff and help foster tech confidence

Requirements

- Personal relationship with Jesus Christ and a genuine desire to apply one's knowledge, skills, and abilities to advance the gospel, minister to others, and serve as needed
- Commitment to Company Core Values, demonstrated in work and interactions
- Experience in IT support or troubleshooting
- Working knowledge of Windows, macOS, networks, and Google Workspace
- Strong problem-solving and communication skills
- Customer service mindset with a willingness to learn
- Ability to work independently and collaboratively in a hybrid setting

Preferred Qualifications

- Degree in IT, Computer Science, or related field
- Familiarity with cloud-based apps and endpoint management
- Interest in IT security best practices

To Apply, send resume and cover letter with salary requirement to HR@serge.org. For more information about our mission agency, visit www.serge.org.

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