

Founded in 1953, Christian Aid Mission seeks to establish a witness for Christ in every nation by assisting indigenous ministries in lands of poverty, where Christians are a persecuted minority, and where foreign missionaries are not allowed. Today, we work with hundreds of independent indigenous ministries in eight regions of the world that share the gospel of Jesus Christ with more than 1,700 unreached people groups.

Please submit a cover letter and resume to jobs@christianaid.org. No phone calls or drop-ins please.

Position Summary

Christian Aid Mission seeks to employ a full-time (40 HPW) Support Specialist for our web-based Customer Relationship Management (CRM) software platform. This position will serve as a member of the IT Development team. The Support Specialist will report to the VP of Process Engineering.

Essential Responsibilities

- Provide user support for our CRM
- Troubleshoot and diagnose CRM software issues
- Develop effective processes for using CRM to support CAM's ministry
- Write user documentation / instructions
- Conduct CRM training classes for staff as needed

The essential responsibilities require the following **Knowledge/Skills/Abilities**:

- Fast Learner
- Multi-tasker
- Excellent communication skills
- An aptitude for problem solving and helping people
- Good working knowledge of PCs and Windows 10
- Creating technical support documents and instructions
- Intermediate to Advanced MS Excel skills
- Knowledge of CRM Software a plus

Level of Experience

- Customer/employee support experience preferred
- Technical writing experience a plus

Level of Education

- Bachelor's degree in Information Technology (or related field) a plus but not required

Software expertise

- Microsoft Word, Excel, and PowerPoint required

Religious Employment

- We are a religious employer and we reserve the right to discriminate based upon religion pursuant to section 702 of the Civil Rights Act of 1964.