



POSITION:

The Corporate Operations Technical Support Specialist advances the mission of C12 by quickly meeting internal technology needs, assisting with help desk support, and executing projects across the department. . The ideal candidate is a proactive problem-solver, who is technologically-oriented, with a people first customer service orientation that will thrive off of working to quickly respond to C12 Global Headquarters Staff, Chairs (franchise owners), and Members to get the answers and tools they need to succeed and advance the mission.

Technical Support - This position is responsible for partnering with staff and C12 Chairs to help them succeed in their roles. They support C12HQ through equipping staff with the tools - both hardware and software in nature - to do their jobs with excellence. They support the mission of each franchise by providing consultative tactical support. This role takes a proactive leadership role in facilitating C12s inbound technology needs.

Projects + Training - This position works closely with the Operations Manager to identify and train C12HQ Staff and C12 Chairs on technology and stewards projects to improve these offerings when needed. This position also trains new C12 Chairs and Staff on our technology stacks and provides best practices for them.

Departmental Coordination - This role will cross-train with each member of the Corporate Operations team and be able to serve as back up support their function in their absence. They will keep the department coordinated through the maintaining of documentation, best practices and facilitating technology for the weekly departmental meetings. They will also be responsible for project management of projects owned by Corporate Operations.

EXPECTATIONS / SKILLS:

TRAVEL: 5 - 10%

QUALIFICATIONS / SKILLS / KEY QUALIFICATIONS:

- Excellent written and verbal communication
- Technologically-savvy, proactive problem solver and able to troubleshoot quickly + accurately
- Service-minded attitude

EDUCATION: A bachelor's degree is required.

DUTIES / RESPONSIBILITIES:

Key Responsibility	% Role	TASKS	KPI's
Operations Support	45%	<ul style="list-style-type: none"> • Answering Support Tickets • Assisting HQ Staff with technology platforms + hardware needs • Facilitating execution of routine monthly/quarterly/annual needs 	Mean First Response time < 3 Hours Mean Resolution time < 6 hours
Projects	25%	<ul style="list-style-type: none"> • Project tasks as assigned as prescribed by C12 internal PMO standards 	Projects on time and on budget
Chair Support	20%	<ul style="list-style-type: none"> • Assist in launching system access + tools for new C12 Chairs • Aiding in support of monthly C12HQ operating procedures with existing territories 	Satisfaction score >85%
Training +	10%	<ul style="list-style-type: none"> • Assist New Chairs with technology training 	Baseline configurations >85%

Maintenance		<ul style="list-style-type: none"> • Keep key systems and hardware maintained 	
-------------	--	--	--

KEY CHARACTERISTICS OF THE ROLE:

CALLED: A strong sense of passion for our mission and a real sense of this role and company being a great fit for the gifts, talents, passions, and experiences with which God has entrusted this person. Mission-motivated and a resolve to overcome anchored in a sense of purpose in the work.

SERVANT LEADERSHIP: Nobody is above any task, and we are all here to serve others. Every customer – internal or external – is in need of help, and the most powerful way to lead will be to serve at a high level.

LEARNING and ADAPTIVE: In a small business with a big mission and one that is scaling up rapidly, new systems, technology, and situations will be normal. This person must have an appetite for learning and adapting to the status quo changing throughout the year.

CUSTOMER SERVICE: Every phone call and Email is not a distraction – they are the mission! We’re in the people business, so every interaction matters and either communicates our mission and values or dilutes it. We serve a network of CEOs and executives, so the bar is set high!

GRIT, DETERMINATION, and RESOURCEFULNESS: Not everything will have a pre-planned solution. This person will have to be resourceful in figuring things out, able to resist being overwhelmed, and willing to roll up their sleeves until they make it work. Whether it’s looping in other people, finding tools online, or seeking out best practices, this person will have to have an open mind and good resolve.

ORGANIZATIONAL SKILLS: We serve a God of order and beauty but live in a world of chaos and confusion. This person will have the opportunity to help bring the Kingdom of God to the office by being a constant organizational force. This will require a capacity for seeing patterns, discerning better processes, and prioritizing and systemizing for improved outcomes

HIGH CHARACTER: We operate with a high trust culture. We must operate out of personal values and integrity or this will not work. Integrity, honesty, compassion, reconciliation, and diligence are all things this person must possess to flourish here.

ENERGY & ENTHUSIASM: This person must bring the joy and passion for work to the job. Spurring one another on in the work, being self-motivated to see the positive, and encouraging others on the mission is essential.

CORE VALUE ALIGNMENT:

Our Mission – Why We Exist

We exist to equip Christian CEOs and owners to build great businesses for a greater purpose.

Our Vision – What We Want to Achieve

To change the world by advancing the gospel in the marketplace.

Our Values – The Way We Will Accomplish This Mission

Our core values shape the way we go about fulfilling our mission, how we behave, and the accountability parameters around innovation and execution.

Our core values are:

Results Matter - God measures results and so should we.

Gratitude - We embrace our calling in light of God's grace with thanksgiving.

Pressing On - We operate with a zeal for God's best in all things, never settling, coasting, or quitting.

Camaraderie - We joyfully serve as a cadre, embracing God's call to unity in Christ.

Humility - We desire God's best and are always open to learning and correction.

Bema Mindset - We operate as stewards with eternal accountability in everything.