



Job Description – Manager of Information and Technology Services

Position Overview

The Manager of Information and Technology Services is responsible for the management of the information technology systems of Grace Church of Greater Akron, including all of its facilities.

Reporting Channels

The Manager of Information and Technology Services reports to the Business Administrators at Grace Church of Greater Akron.

Essential Job Functions

- Manage servers and networking systems. Includes installation, maintenance, backups, recovery and archiving.
- Manage phone systems at each facility.
- Maintain security of IT systems.
- Manage the church database systems
- Manage Help Desk and workstation support as an active participant.
- Manage workstation computers through purchasing, software licensing, installation, implementation, inventory tracking and training.
- Manage IT budget and cooperate with all departments regarding technology expenditures.
- Maintain accurate documentation of the system including diagrams, inventories, checklists and instructions as needed.
- Work with qualified volunteers when possible to supplement the IT staffing needs of the church.
- Work with the Pastoral Staff across campuses to support the purposes and direction of Grace Church.
- Any other assignments as given by the Business Administrators at Grace Church of Greater Akron.

Education

- Bachelor degree or equivalent experience.

General Requirements

- Must be a committed follower of Jesus Christ.
- Must have a servant's heart.
- Must adhere to and support the vision and philosophy of Grace Church and its leadership.
- Must possess organizational, multi-tasking, and project management skills. Able to meet deadlines and time sensitive requests.
- A team player as well as able to lead others.
- Must possess a strong work ethic.

- Must have a heart focused on ministry. People are more important than projects. We disciple as we lead.
- Ability to maintain a positive outlook and spirit of teamwork even in the midst of time sensitive projects and a busy office.

Required Proficiencies

- Microsoft Windows desktop operating systems
- Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Outlook)
- Microsoft Windows Server, Exchange Server, Terminal Server
- Switches, routers, WAN connections, VPN
- Smartphone technologies that connect to Microsoft Exchange
- Database management
- Printers and copiers
- Installation and troubleshooting of network and phone wiring
- Helpful to be familiar with Adobe Creative Suite software
- Helpful to be familiar with Macintosh OS