NEWLIFE
COMMUNITY CHURCH

Job Title:	IT Manager	Job Category:	Non-Exempt
Location:	Central Services	Travel Required:	Up to 60% travel to location sites around Chicagoland
Reports to:	Director of HR & Central Support	Position Type:	Full Time

Job Summary: The IT Manager is responsible for the overall planning, organizing, and execution of all IT functions at New Life. The IT Manager partners with the New Life management team to align technology information with strategic direction. This includes directing all IT operations to meet customer requirements as well as the support and maintenance of existing applications and the development of new technical solutions.

Job Duties:
- Recommends and plans information technology solutions to support and meet New Life objectives based on research and evaluation.
- Directs the implementation and execution of new/upgraded information systems.
- Responsible for the selection, management, development, and training of the IT staff.
- Develops and monitors performance objectives for IT.
- Develop and maintain a New Life cloud-based disaster recovery plan.
- Administer the IT department's expense budget, within budgetary guidelines to contribute to cost-effective operation of the organization.
- Add and maintain users on the network including assigning application access and maintaining their configurations are within standards.
- Ensure security of data, network access, and backup systems.
- Maintain user computers, servers, email systems and backups, internet connectivity, and network cable installation/planning.
- Provide computer/network support of problems reported by users including responding to user questions/issues. Track all activities through a ticket system.
- Provide consultation for sound/video; and provide network copier/printer support.
- Maintain an adequate level of knowledge of operating system and application software being used to provide high levels of support to users.
- Monitor and evaluate efficiency of software/hardware usage, providing items to be covered in training of users, making them more efficient.
- Procurement and installation of hardware and software for user devices, network, and coordinating assistance from third parties when necessary.
- Manage projects assigned to outside consultants.
- Support telephone system which includes purchasing of plans and services, installation of cabling and phones, maintenance of the phone system and voice mail.
- Provide backend support for websites. Support the Communications Team on website and collaboration tools.
- Make purchases for equipment including computers, software licenses, church management software, copiers, and printers.
- Participate in team meetings to determine information needs, establish project priorities, and assist with the resolution of computer networking problems.
- Procure, monitor, and assign software licenses.
- Prepare monthly reports regarding activities, systems problems, Tech. support calls, and utilization.
- Performs other related duties as assigned by management.

Skills/Qualifications:
- Agreement with New Life Community Church's statement of faith, mission, vision, and values. A saving knowledge of Jesus Christ as Lord and Savior.
- A life reflective of a full-devoted follower of Christ and a New Life Community Church representative.
- Bachelor's Degree in a technical discipline such as Computer Science, Information Services, or related field.
- 5-7 years of experience in managing information processing functions (operations, development, etc.).
- Strong Office 365 and Microsoft Azure administration skills.

- Apple product support experience.
- Experience in network administration of a Windows-based server environment.
- Previous experience in a faith-based or not-for-profit organization preferred but not required.
- Ability to effectively communicate and listen to others; a spirit of joy and helpfulness including patience and tact.
- Self- initiator, responsible, flexible, problem-solver, team player, high energy.
- Exercises mature and independent judgment and maintains confidentiality.
- Attention to detail and accuracy.
- Must be reliable and dependable; ability to work flexible hours and to be on-call.
- Strong ability to prioritize and delegate; ability to navigate priorities between projects, support needs, and administrative needs.
- Be proficient in guiding, interacting, and addressing users either in person or remotely in a professional manner.
- Support multiple sites both in person and remotely.
- Under emergency circumstances, may need to work during non-normal workday hours.
- Experience negotiating with contractors and vendors for hardware, software, and support needs.

Last Updated By:	Irene Vasquez	Date:	6/7/21

SEND RESUMES TO IRENE VASQUEZ AT IRENEV@NEWLIFECHICAGO.ORG