**Position:** **IT Manager**

**Office**: Information Technology

**Reports to:**  Pastor

**FLSA Status**: Exempt

**Date prepared**: July 27, 2020

**PURPOSE**

The IT Manager is responsible for the IT function of the church and school, including: network administration, software installation, upgrades, monitoring and maintaining servers and hardware, recommending specific technologies, enforcing cybersecurity protocols and updates, obtaining feedback on and enhancing user interface / user experience; and providing end-user support.

This position performs all functions with an in-depth comprehension of how all the hardware, software, policies, and procedures fit together in the school’s technology implementation; as well as troubleshooting and helping teachers, Priests, school and rectory staff, administrators and students use technology more effectively to enhance the engagement with online faith formation in the parish, and the learning environment in the school.

In addition to managing the IT infrastructure, this position oversees and enhances the multi-media technology to effectively reach out to parishioners and students remotely.

The IT Manager performs all duties and responsibilities in alignment with the mission, vision, and values of the Catholic Archdiocese of Miami

**ESSENTIAL FUNCTIONS** include the following. Other duties may be assigned.

**MANAGEMENT/TECHNICAL RESPONSIBILITIES, DUTIES AND TASKS**

1. Manages all technological equipment in the school including: iPads, servers, workstations, software, printers, copiers, security systems, CCTV, access control gates, burglary systems, telephones, internet, network infrastructure, digital security, and digital record keeping
2. Responsible for the end user support, help desk, monitoring and maintenance of server operating systems, applications, and interfaces
3. Installs and configure of servers, workstations, laptops, tablets, handhelds, ancillary-hardware (mouse, keyboards, printers, scanners, projectors, smartboards) and end-user applications.
4. Configures all wireless devices to be managed remotely and ensure they adhere to school policies
5. Manages all vlans, ports, and firewalls
6. Maintains inventory of hardware and related peripherals
7. Ensures all equipment is used correctly and in accordance with parish/school and archdiocesan policy.
8. Provides five-year plan on equipment replacement, software upgrades, and improvements to the infrastructure
9. Consults with the pastor on plans for outreach to parishioners via technology and provides recommendations on software and enhancements for user interface and user experience to keep parishioners engaged with the parish.
10. Assists the principal in the implementation of the school’s technology plan
11. Reviews and negotiates contract information with current and future vendors and ensures contracts are honored and school resources optimized.
12. Coordinates and oversees the development and maintenance of network procedures to ensure regular system backups on a timely basis
13. Aids in the configuration and maintenance of Active Directory, supporting network services (DNS, DHCP, WINS, SMTP, etc...) and infrastructure (routers, switches, wireless access points, firewalls, patch panels, cabling, etc.).
14. Updates and maintains software library and necessary documentation to include, but not to be limited to, network wiring, hardware and software
15. Ensures software in the school is properly licensed and maintains related record
16. Assists in the formulation of policies and procedures relative to the technological needs of the school and reports any issues arising from school policy
17. Facilitates staff participation in the evaluation and selections of new software, hardware, and materials to support instructional objectives
18. Oversees the maintenance of the school and rectory database systems (AdminPlus Rediker system)
19. Ensures guidelines and standards are met for security and records retention needs
20. Communicates with parents, employees, administrators and outside organizations for the purpose of providing administrative support, enhancing program awareness and assisting with program implementation and conflict resolution
21. Oversees the maintenance and update of the school's social media and web pages

**TEACHING/LEARNING RESPONSIBILITIES, DUTIES AND TASKS**

1. Provides training in the use of technology to all staff and faculty.
2. Provides teachers with strategies of how technology can be used to achieve school, archdiocesan, and state expectations
3. Encourages student development of skills in the use of instructional technology resources
4. Models effective use of technology in the classroom for teachers and students
5. Coordinates use of technology with all school personnel
6. Researches and investigates the latest trends and developments in academic software and hardware used for education, including emerging technologies and technology-related pedagogy

**GENERAL RESPONSIBILITIES, DUTIES AND TASKS**

1. Maintains current information concerning student access
2. Assists, when needed, any general parish technology support
3. Maintain current and accurate documentation, including inventory, of all systems and ancillary products.
4. Estimate costs for system or component implementation and operation. Use cost-benefit analysis process in recommending best products for purchase and use.
5. Assists pastor and principal in formulation and implementation of Disaster Recovery / Business Continuity Plan.
6. Confer with peers, technical personnel and facility managers to provide technical advice and resolve problems.
7. Learn and align conduct with the Archdiocese of Miami Employee Handbook, Employee Pledge to Promote Safe Environment, and policies promulgated by the archdiocese and the parish.
8. Ensure adherence to current IT policies and procedures, including compliance with laws governing user licenses and data security.
9. Demonstrate extreme confidentiality in the handling of electronic data, safeguarding information from exposure to unauthorized access.
10. Remain up-to-date on security measures, policies and practices, and software to protect sensitive data.
11. Research, evaluate and apply industry best practices for continuous improvement.
12. Other duties as assigned.

**SUPERVISORY RESPONSIBILITIES**: NONE

**QUALIFICATIONS:**

To perform this job successfully, and individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and Experience.**

* Bachelor’s degree preferred, in information systems or related field; or 4 years of IT-related field experience or equivalent combination of education and experience.
* Experience with Google Apps, Backup Solutions, Cloud Storage, VMWare, Storage Area Networks, Technology integration and data integration
* Certifications preferred: CCNA, MCSE; CISSP (Certified Information Systems Security Professional) or CISM (Certified Information Security Manager) a plus.

**Language Skills.**

1. Good oral and written English-language communication skills, including clear speaking voice.

**Other Knowledge, Skills, Attitudes.**

1. Knowledge of basic principles in electronics, information technology and systems, including basics in telecommunications.
2. Ability to use network, hardware, and software diagnostic tools.
3. Ability to use, deploy, and maintain console and remote management tools to expedite and simplify IT operations.
4. Ability to read, analyze and interpret general business periodicals, technical documentation and governmental regulations.
5. Ability to write reports, business correspondence, procedure manuals, and technical documentation.
6. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited information exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
7. Excellent customer service skills, including ability to maintain focus on and professionalism with people in challenging situations, both in person and by phone.
8. Knowledge of basic project management principles.
9. Good time management, including ability to manage several projects at the same time, setting reasonable and practical priorities.
10. Must be able to multi-task and retain accuracy in an environment of competing deadlines.
11. Must be supportive of the mission and tenets of the Roman Catholic Church.
12. Demonstrated confidentiality and professionalism in the exercise of duties, having experience safeguarding sensitive data.
13. Must exercise cost-consciousness.
14. Must exercise safety-consciousness.
15. Must have a professional demeanor.
16. Skilled in personnel administration; knowledge of human resources policies and practices.

**COMPETENCIES**

**Coaching:** Providing timely feedback and instructions or guidance to help others increase knowledge, skill and/or ability needed to perform tasks and duties and solve problems.

**Customer Focus (Internal and External):** Effectively meeting customer needs and taking responsibility for customer satisfaction.

**Attention to Detail / Quality Orientation**: Accomplishing tasks by considering all areas involved, including minute details; showing concern accuracy and good quality output; accurately checking processes and tasks. Monitoring activities.

**Collaboration**: Working effectively and cooperatively with others, asking clarifying questions for the purpose of achieving common objectives. Building and maintaining good working relationships with employees.

**Dependability**: Being reliable, responsible, and dependable, and fulfilling obligations with a willing attitude.

**Managing Work**: Effectively managing time and resources to ensure that work is completed to meet expectations.

**Inductive Reasoning / Problem Sensitivity:** Sensitive to observation and identification of issues presenting out-of-the-norm and that may be indicative of problems needing to be addressed.

**Integrity and Ethics:** Maintaining high moral and ethical standards in actions and transactions and identifying and avoiding areas of conflict of interest.

**Planning and Organizing**:Establishing courses of action to ensure that work is completed efficiently and economically.

**Work Standards**: Set expectation of high performance standards and hold oneself accountable for accurate and timely completion of tasks and projects.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Uses physical exertion as necessary to perform required duties
* Must be able to sit for extended periods at a computer workstation
* Must be able to perform data entry for extended time periods.
* Must be able to push objects weighing 50 pounds; and occasionally lift objects weighing 25 pounds
* Varying noise levels.
* Fast-paced environment subject to frequent interruptions.
* IT Support Specialist may be required to work irregular hours and holidays in order to meet important goals/deadlines.

**DISCLAIMER**

The above is intended to describe the general context of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.