



JOB DESCRIPTION

Title: IT Manager
Reports To: IT Director
FLSA Status: Exempt – Non Pastoral
Prepared By: Chris Wagner
Hours per week: 40
Personal Ministry per week: 10 hours

Ministry: Information Technology
Classification Grade: T-5
Approved By: Human Resources
Approved Date: 9/27/2021

Essential Organizational Core Values

The IT Manager is responsible to champion Real Life Ministries' Vision, Mission, Methodology, and Strategy in two primary ways:

- **As an Individual Leader:** The IT Manager is responsible for taking the leadership of all ministry functions they oversee. Live out Real Life Ministries' Organizational Core Values and 7 Ministry Essentials personally and ensure their leadership and oversight of the ministries they oversee also embody and are living out Real Life Ministries' Organizational Core Values and 7 Ministry Essentials. Responsible for the effective execution of the Essential Job functions of this role as detailed below.
- **As a Team Member on the IT Team and Real Life Staff Team:** The IT Manager has a responsibility to collaborate as a team member on their immediate team as well as the Real Life Staff Team as a whole to accomplish church wide objectives and goals as well as IT team objectives as well as goals for their immediate team. They are responsible for removing obstacles that would hinder collaboration and cooperation across different ministries.

Job Summary

1. Primary Responsibilities (70 %)

- Collaborate in the documentation, creation and testing of Rock and its modules
- Proactively assess the overall network (servers, routers, switches, other network related hardware) for reliability and speed
- Research new products for implementation
- Consult with users to determine hardware needs and order IT equipment as needed
- Recruit, train and develop volunteers to serve with the IT Team
- Assign tasks to volunteers as needed and oversee their work
- Co-manage the IT Help Ticket System.
- Help oversee various aspects of Real Life's computerized systems such as phone, network, security, CCTV, Point of Sale, Fire Detection & prevention, etc., for all campuses

2. Team Function (5 %)

- Demonstrate peer-to-peer accountability, emotional and spiritual support of others on the IT team.
- Coachable, approachable and demonstrates the ability and courage to speak and accept critical feedback and truth in love.
- Ability to think critically, systematically and collaboratively with the IT team to develop creative strategies and ministry priorities for the IT team.
- Must live out Real Life's Organizational Core Values on the IT Team.
- Be a functioning part of the Real Life Team.

3. Real Life Staff Relations (5 %)

- Collaboratively work with Real Life Staff to ensure IT support is effectively supporting Real Life ministry functions
- Proactively engage with Real Life Staff to identify how to better support them
- Have an infectious positive attitude while interacting with Real Life Staff
- Attend weekly staff meeting and other staff functions

4. Personal Ministry (20%)

- Responsible for having, and living out, a Personal Ministry Plan
- Responsible for having intentional discipleship conversations regarding the personal ministries of others on the team, including volunteers.
- Responsible for helping wherever needed when we have Real Life All Staff functions
- Understand when the Real Life Mission is more important than IT goals to help in any way needed.

Qualifications and Required Skills

- 4 or more years of advanced IT experience.
- Understand Computers and Peripherals
- Basic Network Understanding (Routers, Switches, Cabling, Wireless AP's etc.)
- Proficient in Gmail, Microsoft Word, Microsoft Excel, Etc.
- Customer Service Skills
- Ability to troubleshoot problems
- Ability to climb a ladder
- Organized

Real Life's Core Competencies, as defined in our 3 C's document, necessary to succeed in this role:

- Problem Solving
- Initiative
- Confidentiality
- Assume the Best
- Collaboration

Spiritual Aspects of Job Requirements:

- A heart for God that is evidenced by proven character and a spiritual-mindedness that understands that “apart from Christ we can do nothing.” – Abiding in Christ.
- A shepherd’s temperament; servant-leader/mentor attitude and inclination.
- Strong interpersonal skills—ability to communicate persuasively and compassionately, both orally and in writing.
- Strong biblical foundation for wise management in a church setting.
- Able to establish and maintain appropriate standards for the accomplishment of ministry in a way that honors both God and people.
- Since we work primarily in teams at Real Life, must understand group dynamics and ensure effective consensus building and decision-making.
- Personal initiative and diligence, which produces follow-through in tasks.
- Solid biblical/theological convictions, which are aligned with Real Life Ministries’ Doctrine and Statement of Faith.
- A willingness to grow and adapt to the inevitable changes found in a local church.

Physical Abilities required

- While performing the duties of this Job, the employee is regularly required to sit; use hands and arms to handle, feel and reach. The employee is frequently required to stand and occasionally required to climb or balance; stoop, kneel, or crouch. Must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.

Disclaimer(s)

- The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
- Volunteering: Real Life Ministries has many volunteer opportunities. As an employee of Real Life Ministries, any time spent during your normal work hours or fulfilling your job description duties for the specific ministry area you are a part of will be considered hours worked and you will be compensated for those hours. If you desire to volunteer in another area of ministry within Real Life Ministries, and it falls outside of your normal working hours, you can do so by filling out a Employee Volunteer Acknowledgement Form and turn it into HR.

Employee Name: _____

Employee Signature _____

Date_____