



Executive Director of Information Technology
Job Description
Central Operations

Role:

This full-time position in Central Operations is responsible for providing leadership and management oversight of all Information Technology strategy, operations, staff, and volunteers at The Chapel.

General Requirements:

1. Alignment with and support of the *Chapel Staff Expectations* as outlined in the Chapel Application for Employment (available on chapel.org).
2. Experience and Abilities
 - A minimum of five years experience in Information Technology leadership, preferably including experience with non-profit organizations and volunteers
 - Experience selecting, delivering and managing enterprise-level information technology systems and business partnerships in an entrepreneurial, fast-paced and high-change environment.
 - Ability to leverage technology, systems and processes that are focused on delivering information that is timely, accurate and relevant to the organization's operational and strategic initiatives
 - Experience managing and leading both individual contributors as well as other managers, preferably including geographically distributed team members
3. Availability
 - This is a full-time (40+ hour per week) position with work hours normally from Monday-Friday. Some weekends and evenings will be required.

Role Responsibilities:

- A. Champion the Vision
 - Provide organizational vision and thought leadership to ensure that The Chapel has the necessary systems and processes to deliver timely, accurate and relevant information.
 - Drive a culture that is more about "information" versus "data" or "technology"
- B. Lead the Team
 - Provide management oversight and leadership for the central Information Technology team (currently three team members). Assist the team with project management, prioritization, training and resource decisions.
 - Recruit, train, coach and transition team members and volunteers.
 - Provide strong individual contributions where needed to fill resource gaps.
- C. Manage Partner Relationships
 - Develop and maintain strong relationships with all Chapel ministry leaders as well as multiple infrastructure support vendors.
 - Identify, project manage and transition vendors to ensure service delivery excellence with on-time and on-budget projects.
 - Negotiate win-win vendor contracts
 - Develop and maintain strong relationships with other Information Technology leaders in both the church and corporate sectors to share best practices and creative infrastructure solutions and resources.

D. Manage the Operations

- Ensure the processes, systems and resources are in place to deliver excellent service and support for Information Technology infrastructure to all Chapel ministries and campuses. Major systems include on-premise solutions (e.g. Microsoft Exchange, Cisco Call Manager, VM/SAN servers, etc), hosted solutions (e.g. Fellowship One), and a fiber-based WAN network connecting all Chapel campuses.
- Provide project management oversight from inception to delivery for all major Information Technology initiatives. This will include requirements gathering, proposal reviews, budgeting / funding allocation, scheduling, escalations and ongoing communications with key ministry stakeholders.
- Manage the Information Technology expenses and budgets in cooperation with Chapel ministry leaders and infrastructure support vendors.
- Assist the Chapel leadership with understanding and anticipating future infrastructure issues by recommending and implementing new processes and technologies.
- Leverage outsourcing and partnerships where appropriate to maximize stewardship.

Core Competency Requirements:

1. *Customer Focus*: Seeks to welcome, serve, support and effectively resource “customers”, both internally and externally.
2. *Decision Maker*: Demonstrates decisiveness, makes wise and biblically sound decisions and leads others through the decision making process.
3. *Networker*: Initiates and develops relationships inside and outside the organization to share information, practices and ideas that enhance the organization’s performance.
4. *Performance Manager*: Monitors performance, evaluates performance against goals and makes necessary adjustments to achieve goals.
5. *Problem Solver*: Identifies concerns, problems or potential areas of concern in a timely and accurate manner and resolves them effectively.
6. *Stabilizer*: Functions effectively under pressure and demonstrates optimism and persistence in the face of setbacks.
7. *Team Builder*: Uses group skills and team building strategies to strengthen relationships among team members; improves motivation, communication, support and trust among team members; effectively resolves conflict; and inspires the team to maximize its potential and achieve its goals.
8. *Technology Manager*: Demonstrates the ability to improve organizational performance by integrating new and existing technology into the workplace.

Report:

This position reports to the Pastor of Operations.