



Job Description

Title	Director of Information Technology	Status	Full Time w/Benefits (Exempt)
Department	Operations	Reports to	Executive Director of Ministry Operations

POSITION PURPOSE

Responsible for the administration, leadership and direction of all aspects of technology at Hope while leading the church to fulfill its mission as followers of Jesus... *"to encourage all people to know the love of Christ."*

POSITION RESPONSIBILITIES

1. IT Operations
 - Provide network management and support.
 - Monitor and address support requests with the IT contractor and monitor dashboard administration.
 - Maintain adequate licensing for all IT systems including, but not limited to:
 - Network Infrastructure
 - Server Infrastructure
 - Workstations/Office 365
 - Software Applications
 - Phone System
 - Implement innovative technology solutions to increase efficiency within the church.
 - Oversight of Cybersecurity
 - Set up users with equipment and software including Office 365, email groups, and appropriate permissions.
 - Provide support to the backside of the Church Management System
 - Identify and facilitate IT related training for end-users.
2. Technology Administration
 - Work together with Executive Director of Ministry Operations and IT provider to create policies and parameters.
 - Assist the department manager in planning and implementation of the IT strategic plan and the annual budget process.
 - Responsible for documentation and record management
3. Other duties
 - Provide support and back-up to the Director of Worship Arts Technology
 - Back up to website administrator

REQUIRED SKILLS AND ABILITIES

- ✓ Advanced knowledge of all aspects of IT.
- ✓ Strong problem-solving and decision-making skills, while being adaptable.
- ✓ Attention to details.
- ✓ Proven ability to function effectively in an environment of changing priorities and frequent interruptions.
- ✓ Work well within a team environment.

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Disclaimer

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.

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