



Information Technology Director

This position is full time with benefits. The schedule for this position is Sunday through Thursday with possible event coverage.

About this role: This position will be responsible for troubleshooting basic network issues, and backup the Senior Network Administrator, reporting directly to the Tech Arts Pastor and will be responsible for maintaining, supporting, and improving systems within the Reslife network infrastructure.

This position will: Triage IT helpdesk tickets as they come into the queue, and escalate to senior staff as needed. Provide tier one/two support. Manage projects working with all departments coordinating them campus-wide.

Maintain and deploy workstations and phones. Provide new user intake and training. Assist in working through various network operations projects. Maintain a budget with which to purchase, and replace equipment. Maintain our relationship with our vendors to identify new solutions and opportunities. Assist in configuring and deploying hardware. Passionate in helping others succeed through teaching and support.

What you bring:

A: Qualifications

- Bachelor's Degree in Network Technology or equivalent 4-year degree in a computer related field and 2+ years of IT experience
- Experience in network protocols and how they function within an enterprise environment
- Experience with various Cisco network technologies desired, but not required
- Experience with Google Suite (Gmail, Docs, Drives, Apps)
- Excellent verbal and written communication skills
- Certified Designation(s) in related fields are beneficial, but not required Experience with network printing

B: Characteristics

- Desire to make the complex simple.
- Passion for people. Passion to teach and help others learn.
- Servant-minded approach to solutions.
- Strong organizational and documentation skills
- A willingness and excitement to grow their personal knowledge



- Must exhibit a personal and growing relationship with God, and a teachable spirit. Must be committed to continual learning and growth. Must agree and align with the mission, vision, and leadership of Res Life Church.
- Weekly service attendance is required.

Physical Requirements:

This position may be required to lift up to 75 pounds and be comfortable with heights. This position will be required to perform repetitive lifting, bending and walking. Lift certification desired but not required.

The above duties, activities, or responsibilities may be supplemented periodically.