



Executive Director of Information Technology

Job Description Central Operations

Role:

This full-time position in Central Operations is responsible for the management oversight and leadership of the Information Technology staff, volunteers, vendors and infrastructure systems at The Chapel.

Requirements:

- A. Personal Life
 - Consistent and fruitful devotional life
- B. Church Commitment
 - Alignment with and support of *Chapel Staff Expectations*
- C. Experience and Abilities
 - A minimum of ten years experience in Information Technology leadership, preferably with non-profit organizations
 - Experience selecting, delivering and managing enterprise-level information technology systems and business partnerships.
 - Experience managing and leading both individual contributors as well as other managers, preferably including geographically distributed team members
 - Ability to manage multiple simultaneous projects including budget estimation and tracking, scheduling, and resource allocation
 - Ability to relationally connect with ministry leaders to assess their needs and ensure that processes and systems are functioning together toward common goals
 - Ability to leverage a personal and professional network to multiply effectiveness
 - Ability to deliver outstanding customer service with excellent problem solving skills
 - Ability to leverage exceptional communication skills (listening, verbal and written)
 - Ability to thrive in an entrepreneurial, fast-paced, and high-change environment
- D. Availability
 - This is a 40 hours per week position normally from Monday-Friday. Some weekends and evenings will be required.

Responsibilities:

- A. Lead the Team
 - Provide management oversight and leadership for the central Information Technology team. Assist the team with project management, prioritization, training and resource decisions.
 - Develop and foster an environment of creative problem solving and team cooperation.
 - Recruit, train, coach and transition team members and volunteers.
 - Provide strong individual contributions where needed to fill resource gaps.
- B. Manage Partner Relationships
 - Develop and maintain strong relationships with all Chapel ministry leaders as well as multiple infrastructure support vendors. This will include a very strong relationship with Communications to maintain integrations between the chapel.org website and internal-use applications such as Fellowship One.

- 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.
- C. 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.
 - 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.

Report:

This position reports to the Executive Pastor of Operations.

Review:

There is an annual performance review with the Executive Pastor of Operations.