Life Changers International Church
Job Description

Job Title: **IT Manager**
FLSA Status: Exempt
Dept: Administration
Date: Dec., 2017
Reports to: Dir of Operations

Job Summary

Employee is responsible for managing, supporting and approving the purchase and maintenance of all Information Systems hardware, software and operating systems. Employee is responsible for managing organization's network, Cisco IP phones, call managers, unity voice mail systems, servers and Install, modify, and make repairs to Windows and Macintosh workstation hardware and software, and provide technical assistance and training. This position will respond to Help Desk calls for technical support, respond to user requests for assistance and document all problems and resolutions. This position will maintain all IT Related daily, weekly, monthly, and special requests. Additional duties include producing reports, maintaining tape storage and placing service calls.

Essential Job Functions:

1. Manage users' access to the Company network, Network accounts, Email accounts, Modem pool accounts, Web site access accounts, Remote access accounts

2. Users
   a. Add and Remove employee network user accounts
   b. Modify Network user security as users' access needs change
   c. Support users and troubleshoot daily technical difficulties including but not limited to email issues, software, login, network, internet connectivity and general troubleshooting

3. Phone
   a. Program, configure and install Cisco Call Manager Software
   b. Deploy Cisco IP Phones, Faxes
   c. Setup Cisco Unity voice mail boxes

4. Devices
   a. Place orders for new employee devices
   b. Create and maintain TCP/IP workstation addresses
   c. Administer/Deploy Network Printers and Copiers and control access
   d. Select, design, install, test, de-bug, modify and maintain the hardware,

network, and software necessary to operate and improve the present information management system.
   e. Oversee routine preventive maintenance on hardware; problem solves non-routine maintenance problems.

5. Servers
   a. Setup and troubleshoot exchange server email issues, Shelby and other accounts
   b. Manage Cloud, Cisco Call Manager, Unity, OS X and Windows servers
   c. Disk management
   d. System Backup using Symantec Backup exec 2012
   e. Upgrade server hardware as needed

6. Network
   a. Have an understanding of the Network wiring backbone and infrastructure
   b. Maintain Internet connectivity
   c. Network switch monitoring and maintenance - Upgrade firmware as needed
   d. Install Network operation system patches and upgrades as needed
   e. Manage, develop and support an additional web server, WAN Communication Management, Maintain DHCP tables, Define specific IP numbers, Define open address pool

7. Security
   a. Exercise security measures at the User, Guest, PC, Server Network and internet Level
   b. Maintain and assure the confidentiality of data.
   c. Maintain ministries Anti-Virus programs and data
   d. Maintain ministries Web Filtering Services
   e. Maintain ministries Anti-Spam Services

8. Services
   a. Maintain ministries email and scheduling system
   b. Recommend procedures and policies regarding the use of software and hardware.
   c. Assist in obtaining and preparing data for decision-making, planning and evaluation.
   d. Prepare appropriate written documentation for computer programs, applications, and procedures.
   e. Supervise Information Technology Services staff and student workers.
   f. Negotiate IT related contracts for support and services to include Hardware, Software, Copiers, Apps, Phone, Internet, Security and Web Filtering
   g. Ensure that LCIC is in compliance with all hardware and software licensing and agreements

Required Education, Knowledge, Skills And Abilities

- Must have a saving knowledge of Jesus Christ and have answered his call to commitment of service. Must demonstrate full understanding and wholehearted agreement with Life Changers International Church Statement of Purpose, Vision and Culture. Attend services on Wednesdays and Sundays.
- Requires commitment to operate as a team, respecting the individual demands on others but never placing individual responsibilities above the goal of the team or the success of the church.
- Physical ability to stand or walk for up to five hours
- Physical strength and ability to lift hardware and printers weighing up to 50 pounds or greater. Be able to bend, lift, squat and move in small quarters to install hardware and computer equipment.
- Possess good communication skills, verbal, written and listening
- Ability to work independently with self-motivation and self-discipline
- Must be discreet and maintain confidential information.
- Be able to commute to Chicago once a week for computer maintenance and set up for Sunday Service
- Must also be able to work effectively with a wide variety of users, exercising team building and team membership skills.
- Must have Knowledge of Microsoft Windows Desktop and Server OS, Mac OS X Desktop and Server, Cisco IOS, Apple iOS, Android, TCP/IP Protocols, LAN/WAN Technologies and Server Virtualization.