

**Holy Family Parish - Kirkland**  
**JOB DESCRIPTION**

**POSITION TITLE: IT Manager**

**NAME:**

**REPORTS TO: Pastoral Assistant for Administration**

**DATE:**

**GRADE: 9**

---

**GENERAL SUMMARY OF ESSENTIAL PURPOSE:**

This part-time hourly position is responsible for managing and maintaining the Parish and School Wide Area Network (WAN), Local Area Network (LAN), telecom, door controls and computer systems. Assists in providing users with a wide variety of knowledge and ability in using computers.

**ESSENTIAL POSITION DUTIES:**

1. Participates with the Pastoral Assistant for Administration (PAA), Parish School Principal, along with other team members in implementing the mission of the parish. This includes planning, implementing, and evaluating the technology needs of the parish and school's programs and services. Serves as a professional resource to the staff in network administration and telecommunications.
2. Assures that the parish and school computer systems and various desktop and mobile devices systems are operational daily. Monitors system capacity, file usage, storage needs, directory clean up, reorganizes data and additional actions according to the system plan.
3. Assures that the computer system is operating at maximum effectiveness. This includes:
  - a. Performing regular backups and maintenance routines of the servers in a timely manner.
  - b. Recovering data when necessary.
  - c. Keeping maintenance contracts and documentation current.
  - d. Utilizing vendor support as needed for system failures.
  - e. Providing preventative maintenance as recommended.
  - f. Implementing the program for Business Continuity.
  - g. Maintaining stock of needed supplies for all supported network equipment.
  - h. Utilizing Incident Management, Change Management, and other technology processes and procedures.
4. Installs, configures, and maintains desktops, laptops, file servers, SAN, network appliances, network physical plant (routers, switches, access points, hubs) and works with an Ethernet based, SD-WAN and parish wireless networks. Installs and configures new network equipment and system upgrades. Traces and identifies network cables throughout the campus and troubleshoots bad network drops and cables. Works with ISP provider on DNS, network configurations and issues, account management and new service requests. Manages and maintains virtual network storage and networking requirements. Manages and maintains printer server.  
  
Installs and configures new security cameras, updating device firmware, updating software, working with vendor support on any issues that arise. Communicating with the users monitoring the cameras.
5. Assists the PAA and school Principal in planning for, obtaining and implementing necessary hardware and software to meet the needs of the parish and school's computing services. Proactively manages technical problems and maintenance of the network infrastructure. Develops and documents operational procedures for the parish/school computer systems. Assists users in documenting programs for the computer system and for critical desktop and laptop programs.
6. Responsible for scheduling and maintaining the door control system. Provides ID access cards to new employees and deactivates cards that are lost or for terminated employees. Work with the PAA and event scheduler to ensure doors throughout campus are locked/unlocked at appropriate times.

7. Responsible for Telecom administration which includes, but is not limited to:
  - a. Acting as the primary point of contact for supporting staff users with phone and voicemail system issues.
  - b. Implements additions and changes to the phone and voicemail systems to include such issues as setup of voicemail boxes, implementing routing changes and setting up auto-attendants.
  - c. Troubleshoots and resolves phone and voicemail problems. Works with vendor technical staff to resolve more complex technical problems.
  - d. Develops and documents operational procedures for the voicemail system. Coordinate's scheduling of contract staff and works with them to ensure user satisfaction.
  - e. Plans and coordinates telecom projects, such as system upgrades, provider moves, etc.
  - f. Installs and repairs network drops – installing and repairing network cabling/jacks throughout the campus. May involve either doing the work (more cost effective) or coordinating with vendors.
  - g. Installs, configures and maintains fax server: routing number, create accounts, remove accounts, troubleshooting issues.
8. Provides additional services as follows:
  - a. Third level Help Desk – acting as final resolution point for Help Desk issues and assisting other staff with troubleshooting/resolution. Note that this often involves aiding HD staff in communicating effectively with network team as to problem sources.
  - b. Assists PAA and School Principal in other duties as assigned.
  - c. Acts as chair of the Technology Commission.

#### **ESSENTIAL QUALIFICATIONS:**

1. Primary:
  - a. Willingness and ability to support the mission of the Church by extending the ministry of the Pastor.
  - b. Ability and desire to use God-given gifts and talents in service of the local Church in support of the collaboration between parish and school.
2. Education:
  - a. BA or BS degree preferred
  - b. A+ certification preferred
  - c. MCP, MCSA or MCSE certification preferred
3. Experience:
  - a. Five years with managing and maintaining WAN, LAN, and Wireless network
  - b. Desktop experience with two years PC support.
  - c. Experience with and knowledge of Microsoft operating systems (Window 11, M365, Azure)
  - d. Experience with networking concepts and systems
  - e. Experience with vSphere and vCenter
  - f. Experience with Voice Over IP (VOIP)

4. Other Elements:

- a. Excellent customer service support experience
- b. Excellent communications skills both verbal and written.
- c. Excellent organizational skills and the ability to multitask.
- d. Ability to work independently, as well as in a team.
- e. Excellent interpersonal skills and the ability to work effectively with a variety of people.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_