

**Hours:** 40 hours per week (1.0 FTE)

**Accountability:** Reports to the Chief Information Officer

**Relationships:** Member of the system-wide Institutional Technology team and leader of operations team

**Purpose:** Oversee tasks related to operational oversight of technology resources across the institution's infrastructure systems, with particular attention to network administration.

**Context:** The Director of IT Operations is a key part of the IT management team, supervising a small staff on the seminary's operations team. As part of IT, operations supports the infrastructure needs of the institution as well as the production environment needed to maximize the ongoing development work of enterprise applications (most such applications are "home grown" or open source though we are beginning to add and integrate other licensed products into the application ecosystem). The seminary is moving toward a DevOps culture and principles and the director will be a key contributor in defining what that culture and process looks like over time (in conjunction with the CIO and Director of Enterprise Application Development).

**Primary Job Functions:**

- Oversee the installation, monitoring, maintenance, upgrade, and support of all networking infrastructure (including routers, switches, access points, cabling/termination, and networked devices), all network security devices (firewalls, gateways, etc., including all external VPN connections), all VoIP communication systems, and all server/storage infrastructure (including virtualization systems, SAN/NAS/iSCSI storage, cloud server/storage infrastructure) on all campuses;
- Manage projects by defining, organizing, and prioritizing initiatives in accordance with the overall vision set forth by the CIO; collaborate with various departments, partners, and vendors to establish optimal solutions and ensure timely delivery of project requirements;
- Maintain operations environment, coordinating with enterprise application team for optimal delivery of institutional applications and services;
- Manage and direct the activities of the operations team.

**Secondary Activities:**

- Setup and maintain ongoing licensing, certificates, and domain registration needs for the institution; determine the institution's long-term systems needs and hardware acquisitions to accomplish the seminary's business objectives; oversee the operations team budget;
- Research, development, and documentation creation of all proposed and implemented solutions for all campuses; research new technologies and keep informed of current trends;
- Serve in other capacities as needed or directed by the Seminary.

**Qualifications:**

- BA required, Master's degree preferred in a discipline related to job responsibilities.
- Working knowledge of technologies in use by the seminary including, but not limited to, Office 365, active directory, ADFS authentication, and both on premises and cloud-based server/network management; experience supporting a software development environment and knowledge of DevOps principles is desired.
- Demonstrated ability to learn new things to solve problems.
- Demonstrated ability to effectively manage projects, work independently, prioritize tasks, and schedule ongoing work efficiently and effectively.
- Proven effectiveness as a team leader and problem solver.
- Organized; excellence in documentation; ability to overcome technological hurdles through research and social networking.
- Effective communicator with interpersonal and communication skills to interact verbally and in writing with diverse constituencies, including students, faculty, and staff; to facilitate teamwork among staff and in committees; and to foster effective working relationships externally with schools, colleges, organizations, and agencies.
- Evangelical Christian commitment and lifestyle consistent with the World Evangelical Alliance Statement of Faith and the Seminary's governing values.