

# BEREAN BAPTIST CHURCH

FAYETTEVILLE, NC



## Chief Information Officer

Responsible to: Executive Pastor

### *General Job Description*

Responsible for the digital communications strategy, implementation, planning, infrastructure, project management, security, maintenance and availability of all resources related to Information Technology within both the Church and Academy.

### *Skills and Qualifications*

- Must be a member of Berean Baptist Church
- Must be in complete agreement with the church covenant and articles of faith
- Must remain actively involved in outreach and a church ministry
- Must be able to speak to visitors and members about Christ, the Gospel, and Bible topics as needed
- Must be able to pray with visitors or persons attending ministry activities
- Must adhere to the policies set forth in the employee handbook and employee expectations
- Must have excellent communication skills, work well with others, be willing to learn and develop new skills, highly motivated, and detailed oriented
- Must be able to work in MS Office products
- Must be able to meet deadlines and progress without direct supervision
- Must be open to user needs, can communicate tactfully and in non-technical terms to non-technical staff, is responsible, able to manage time, able to set priorities, can be flexible and both communicate and receive instruction effectively via email and in person.
- Must be a good steward of BBC/BBA resources that are critical to the daily operations and needs of the campus
- Must be able to implement appropriate strategies in line with the mission and values of BBC/BBA
- Must maintain a working knowledge of emerging technologies and an understanding of how BBC/BBA fits into that broad spectrum of technology usage
- Must have a strong desire to work in a fundamental Baptist church and understand the culture of BBC/BBA while working with the Head of School and other Administrators within those confines
- Must have an ability to recognize issues, establish priorities, and develop processes to plan and execute the demand for technology across campus
- Must maintain high personal motivation, self-management, and detail-orientation; ability to take responsibility in meeting deadlines and making progress without direct supervision
- Must continually expand current education through advanced degrees, CE (Continuing Education) credits, conferences, or seminars as well as listening to and implementing the advice of an assigned mentor(s)
- Must have the ability to build and maintain professional relationships, to work with and negotiate contracts within the vendor community
- Must have knowledge of VoIP phone systems – Digium/Switchvox a plus
- Must have knowledge of wireless networks and access points
- Must have knowledge of UniFi camera systems

## CIO Job Description (cont.)

- Must have a strong knowledge and foundation in switch and server management – MS Datacenter 2019 and Linux a plus
- Must have three (3) to five (5) years of experience in an IT support role
- Must have a bachelor's degree in Information Technology or related field preferred; equivalent field experience or field related IT certifications considered

### *Responsibilities*

- Manage the technology and data owned by BBC/BBA in such a way that the technology is functioning with a less than 2% annual down-time
- Formulate an innovative and realistic vision for the IT department, provide functional unit analysis, and present cost-effective IT solutions within the confines of the department budget.
- Supervise and train an IT team
- Service and maintain servers in an Active Directory environment with 500+ users in a non-profit environment
- Oversee the Help Desk supervisor for Windows (10 & 11) workstations, iOS devices, Chromebooks and tablets supporting all staff members
- Ability to work with a manager that is geographically distant to your location using email, phone and instant message communication
- Address client questions to a non-technical audience in terms that they can understand
- Comply with Campus IT Service Management and Service Desk policies, procedures and directives
- Attend weekly staff meeting to brief IT projects in non-technical terms and receive requirements from staff department heads
- Plan and manage projects to meet department requirements in a timely manner and document projects in Spiceworks
- Achieve goals in support of service level agreements, client satisfaction surveys and completed incidents/requests in Spiceworks
- Meet training and continuing education requirements as set forth by your supervisor
- Communicate and maintain IT policies and standards
- Seek approval prior to beginning unauthorized projects
- Maintain physical security of the server room, communications closets, and buildings and grounds

### Server and Active Directory Administrator

#### Required:

- Administer a Windows-based network with both physical and virtual servers on Dell infrastructure.
- Manage security and access to network resources including network accounts, shared folders, mailboxes, etc.
- Install, configure, and troubleshoot group policy and administrative templates
- Patch and provide critical update management to include 3rd party software
- Manage daily backup and recovery of files, databases, and VMs as well as backup and recovery drills
- Server hardware configuration and troubleshooting
- Manage weekly server performance tuning and monitoring
- Manage server security hardening

## CIO Job Description (cont.)

- Oversee power management and working with a UPS
- Perform installation, configuration, and troubleshooting of server-based applications and technologies to include Microsoft, Active Directory Services, DNS, DHCP, SSL, HTML
- Maintain emergency recovery plans and procedures i.e. power outage, database failure server hard drive replacement
- Maintain critical spares inventory

### Desired:

Applicant will be expected to become proficient in the following during the probationary period.

- Implement 3rd party tools and scripts to increase reliability and enhance efficiencies
- Design, plan, deploy, and document new servers, devices, and services to keep up with expansion, or streamline operations
- Create, install, and manage SSL certificates
- Manage Installation, configuration, and maintenance of Microsoft Hyper-V hosts and virtual servers
- Manage Buffalo Terrastation NAS hardware configuration, maintenance, expansion, and capacity planning
- Knowledge of scripting i.e. PowerShell, .bat, .vbs
- Proactively monitor devices with Spiceworks monitoring
- Administer Microsoft Office, Microsoft WSUS, Google apps, Dell Open Manage, and Kaspersky Security Center
- Manage Client imaging, and restoring a client image with FOG or Clonezilla

## Network Administrator

### Required:

- Support the day-to-day operation, security, installation, configuration, and administration of wired and wireless information networks.
- Install network equipment and terminate category 6 copper cable and fiber optic connections understanding maximum length and connector type during non-operational hours
- Maintain and service the campus infrastructure including layer 2 & 3 switches
- Provide routing and switching troubleshooting and support
- Understand network security firewall, content filtering, security monitoring and firewall rule management
- Monitor and troubleshoot WAN circuits, equipment and services with Internet service provider (Time Warner Cable)
- Serve as WLAN administrator for a software-based controller and access points
- Configure WAN/LAN (hardware, software) prior to installation to reduce impact on the network
- Update all newly provisioned circuits, devices and software documentation and artifacts in Spiceworks
- Resolve all unplanned network issues meeting service level agreements with no planned outages during operational hours
- Have solid understanding of the concepts of TCP/IP, DNS, DHCP, 802.11x, protocols
- Understand QoS, vlan management, and ACLs.
- Demonstrate VPN experience and troubleshooting

# CIO Job Description (cont.)

## Desired:

Applicant will be expected to become proficient in the following during the probationary period.

- Network security administration with Sonicwall firewall appliance to include content filtering, port filtering and rule management
- Update all network diagrams and documentation
- Configure, maintain, troubleshoot and monitor Sonicwall VPN access for external users.
- Monitor network infrastructure (LAN/WAN)
- Knowledge of Ubiquiti products

## VoIP/PBX System Administrator

- Manage and provide oversight of an on-site PBX VoIP Server and VoIP enabled phones
- Support, configure and troubleshoot VoIP phones and software to include off site soft phones
- Configure third party paging systems to work in conjunction with on-site PBX system
- Manage Algo Paging Adapters & Scheduler
- Demonstrate proficiency in the use of the PBX tools and features to include Interactive Voice Response, time frames, and multicast zones
- Maintain and distribute internal directory across campus

## Cloud-Based Administrator Specialist

- Administer multiple Google Workspace platforms with cross-integration
- Create email accounts using Google Workspace and within the designated domain and naming convention for new employees
- User addition and removal in both Microsoft 365 A1 and Microsoft 365 A3 with local Apps
- Provisioning and onboarding new Chromebooks and devices with designated naming protocol and configuration
- Management of Organizational Units (OUs) that address the needs of the employees and students
- Migration of user data to shared drive for offboarding users
- Syncing of user data with Microsoft OneDrive

## Security Management

- Serve as security manager for 600+ networking and computing devices
- Oversee Active Directory – User accounts and their designated security group(s), assigning permissions with each security group, and resetting passwords
- Manage the roles and access privileges of individual network entities (users and devices) to a variety of cloud and on-premise applications within the following areas:
  - Key Card Access System
    - Verify identity of keycard applicants & process keycard requests according to the parameters of the Keycard Access Policy
    - Disable keycards that have been lost/stolen

## CIO Job Description (cont.)

- Configuration and maintenance of door schedules and user time frames
- Maintain and backup keycard SQL database
- Camera System
  - Maintain multiple DVR systems to ensure no less than 30 days of records
  - Ensure all cameras are online and running the most recent firmware
  - Maintain security groups and user permissions
  - Maintain camera viewing stations across campus

### End User Support Specialist

#### Required:

- Provide staff with 1st level IT support campus-wide via telephone, email, Instant Message or in person
- Configure and install hardware, software, and applications i.e. workstations, printers, phones, projectors, and copier/fax
- Provide evening and weekend (off-hours) support, as assigned
- Provide off-campus support for remote workers as required
- Troubleshoot and resolve hardware, software, application, network, user access, or related issues
- Troubleshoot heterogeneous network devices, to restore service and/or identify and correct core problems
- Take ownership of fixable actions utilizing all resources to resolve issues (Phone support, user forums, professional contacts and research)
- Ensure end user devices are patched (to include 3rd party software) and antivirus is current

#### Desired:

Applicant will be expected to become proficient in the following during the probationary period.

- Create Spiceworks tickets and document all activities in Spiceworks ticketing system using S.O.A.P. method
- Utilize and become proficient with end user standard software (i.e. Schoology, Shelby, Lifetouch, Grammarly, Sonicwall Capture Client, Google apps)
- Support email and network connectivity on heterogeneous mobile devices enforcing BYOD standards and policies, to include phones, tablets and other devices as approved by management
- Maintain inventory of IT equipment in Spiceworks (computers, projectors, printers, software licenses, tools etc.)
- Perform pre-check on mission critical equipment prior to Sunday and Wednesday services, in addition to other important and sensitive services, conferences or meetings