Title: Technical Manager (Full Time)

Objective: Responsible for the support and set-up of technical, media and IT-related systems church-wide with focus on enabling worship services and ongoing ministry. Knowledge and ability to configure, monitor and troubleshoot technical equipment and networks. Works with media volunteers and ministry team to provide assistance and training as needed.

Reports to: Program Director (Worship) & Business Director (IT Systems)

Primary Duties and Responsibilities:
- **Technical and media support**
    - Support of Sunday Worship Services
        - Assists Producer/Video Director with service execution maximizing technology and resources.
        - Setup Worship Center before/after services – TV monitors, HVAC settings, lobby set-up, etc.
        - Stays current on technical gear operation and serve in any role as needed/requested for Wednesday rehearsals and Sunday services.
            - Sound: Works with Producer/FOH operator to set-up staging and backstage gear; records sermon for duplication/streaming; prepares and operates all in-ear monitors.
            - Lighting – program and operate console as needed.
            - Video – run background media, Pro Presenter, videos, and environmental projection.
            - Streaming – provide technical support, volunteer training, and equipment maintenance.
    - Support of Church-wide Media Services
        - Works with staff, contract employees and volunteers to set-up and assist media needs for ministry events and services. Participates in planning meetings/rehearsals as requested.
        - Purchases, manages installation, and maintains campus-wide media equipment.
        - Edits, posts and duplicates videos as needed on the website.
        - Assists in production of videos used for services, web or social media.
        - Supports and trains student ministry volunteers to meet student ministry technical needs.
- **IT Support/Network Administration**
    - Provides Tier 1 helpdesk response to employees seeking help with software/computer-related issues.
    - Assists and helps administer future technology investment skyline/long range upgrades plan.
    - Assists in user account management setup and network performance monitoring.
    - Installs, configures, maintains, and troubleshoots computers, networks and technology systems including hardware, software, mainframes, VPNs, routers, cloud-based storage and other applicable technologies.
    - Maintains healthy IT environment through systems monitoring and updating virus protection.

Secondary Duties and Responsibilities:
- Completes technical and media projects as assigned including outside events, stage sets build and installation.
- Documents and maintains the processes required to perform the job. Provides training as appropriate.

Stewardship of Mission: Understands and supports the vision and mission of the church. Pursues personal spiritual growth through enrichment opportunities. Establish and maintain good team relationships. Effectively utilize the Lord's resources for maximum ministry impact while minimizing expenses. Create an environment of loving Christian care.

Minimum Qualifications: Experience in church worship technical support within small to medium network environments. Demonstrated ability to supervise and work well with volunteer teams. Proficient knowledge of computers and basic networking services and equipment, audio/video editing, Pro Presenter and related software. Strong ability to problem-solve and communicate effectively. Always maintains a calm and courteous presence. Cisco CCNA certification a plus.

Hours: Sunday-Thursday and special events as requested.

Please note: This job description is not designed to cover or contain a comprehensive listing of activities, duties, and responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time with or without notice.