



## Job Description

<b>Job title</b>	<i>IT Manager</i>
<b>Group</b>	<i>Technology Dept.</i>
<b>Reports to</b>	<i>Director of Technology Dept.</i>
<b>Date</b>	<i>June 9, 2025</i>

**Location: Bayview Campus**

### Church Background

Richmond Hill Christian Community Church (RHCCC) is a Purpose-Driven, multi-site campus church that carries out the five purposes of the New Testament Church: Worship, Fellowship, Discipleship, Ministry, and Mission. We are a multi-cultural, multi-generational, and multi-lingual (3M) evangelical church which ministers in English, Cantonese, and Mandarin. To learn more about RHCCC, visit <https://rhccc.ca/rhccc/e/>

### Reporting Structure

This is a full-time position report to the Director of Technology Dept.

### Job Purpose

The IT manager is the key personnel in leading RHCCC's tech team to execute on the church's day to day technology operations.

### Duties and Responsibilities

1. People & Project Management
  - a) Ensure the smooth operation of RHCCC's technology function by overseeing IT projects through coordination with full-time and part-time staff, independent contractors, vendor partners, and hands-on involvement.
  - b) Lead regular team meetings and ad hoc project discussions to ensure alignment and progress across all stakeholders.
  - c) Identify, recruit, onboard, train, and develop staff and volunteers to support the organization's IT functions.
  - d) Manage vendor contracts and maintain strong, collaborative relationships with external service providers.

## 2. Technology Roadmap & Budgeting

- a) Research, evaluate, and recommend IT purchasing strategies and implementation plans aligned with organizational goals.
- b) Develop and manage IT budgeting processes, including expenditure tracking, billing, requisitions, and spending controls to ensure financial efficiency.
- c) Identify organizational technology needs and areas for improvement, develop a coherent vision and roadmap, and communicate effectively across leadership and ministry teams.

## 3. System Design, Technology Architecture & Quality Assurance

- a) Provide expert guidance and lead collaborative decision-making on technology design and architecture, including vendor/product selection, infrastructure and network design, software/database architecture, coding standards, and IT security policies.
- b) Ensure high-quality implementation of technology initiatives by staff, volunteers, and vendors, following the industry's best practices and quality standards.

## 4. User & Ministry Support

- a) Provide timely technical support to end users, ensuring smooth day-to-day IT operations.
- b) Support ministry teams and church events with technical planning, execution, and strategic input.

## 5. Infrastructure & Systems Management

- a) Maintain reliable, secure network connectivity, including wireless infrastructure.
- b) Oversee physical hardware assets, including servers, networking equipment, power and UPS systems, laptops, mobile devices, cabling, and peripherals.
- c) Manage core IT infrastructure such as Active Directory, VPN, virtualization platforms, domain and DNS configurations, email systems, file storage, and Microsoft 365.
- d) Implement and maintain robust system monitoring, incident response, and escalation procedures to ensure optimal IT performance.

## 6. Software Development & IT Solutions

- a) Develop or customize software solutions to support the church's technology roadmap, including:
  - i. Church Management Systems
  - ii. Databases and analytics tools
  - iii. Online learning platforms
- b) Apply professional software development processes to ensure the quality, reliability, security, and sustainability of IT solutions.

## Competencies and Soft Skills

### 1) Technical Expertise in

- a) IP Phone systems (3CX) and IP-based public address systems
- b) Juniper Mist networks, Juniper Wi-Fi, and HPE Aruba Wi-Fi access point management
- c) Windows Server, Microsoft Azure, and Windows 365 administration
- d) Microsoft Power Platform, including Power Apps, Power Automate, and SharePoint

- e) Cloud-based technologies and third-party server/application maintenance
- f) End-user PC and laptop support

2) Soft Skills & Knowledge

- a) Strong understanding of IT budgeting, strategic planning, and systems/process analysis
- b) Knowledge of financial/accounting systems (preferred, not required)
- c) Prior experience in a nonprofit or ministry-based organization
- d) A team player and ability to work independently and adapt in a dynamic, evolving IT environment
- e) Demonstrated initiative and a strong willingness to learn new technologies
- f) Ability to balance macro-perspective with attention to detail
- g) Comfortable in working across disciplines and functions outside of your own team
- h) Good handle on balancing risk-taking with minimizing unnecessary risk
- i) Ability to handle and work with different personalities
- j) Outstanding analytical and problem-solving skills
- k) Strong communication skills with technical and non-technical audience

### **Qualifications**

1. Bachelor's degree in computer science, information technology, or related technical discipline
2. 8+ years of working in IT field with at least 3 years of management experience
3. Successful working experience in similar sized organization, team, projects, and complexity of work
4. Mature Christian in good standing and actively involved in church service
5. Good understanding of the values, vision, direction, culture and structure of RHCCC
6. Fluent in English. Good command of Cantonese and Mandarin, a strong advantage.

### **Working Conditions**

Monday to Friday regular office hours. After-hours meetings with volunteers are expected.

### **Physical Requirements**

Nil

### **Direct report to this position**

IT Support Staff