Job Title: Manager, Technology Services
Ministerial Designation: Minister of Religion
Department: Technology Services
Reports To: Director of Campus Facilities
Prepared Date: 3/20/2022

Summary: This position oversees various services that support Tenacre's Christian Science nursing and Philanthropy operations. The Technology Services Manager offers metaphysical, technical, and service support for the Technology Services staff and equipment on the Tenacre property. The Technology Services Manager directs and oversees all Technology Services systems at Tenacre Foundation, including: Information Technologies, Audio System, TV system, Nurse Call system, radio and pager systems, AV support, live event support, multi-media and post-production, and technical plant support services.

The Technology Services Manager has direct management of the Tenacre Technology Services team and required contractors and reports to the Director of Campus Facilities.

Competencies
To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts team's success above own interests.

Management Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to build knowledge and skills continuously; shares expertise with others.

Judgment/Motivation/Planning - Exhibits sound and accurate judgment; includes appropriate people in the decision-making process; demonstrates persistence and overcomes obstacles; prioritizes and plans work activities; uses time efficiently; practices discernment and stewardship in exercising delegated authority.

Adaptability/Dependability - Able to deal with change, delays, or unexpected events. Takes responsibility for own actions; commits to long hours of work when necessary to reach goals.

Essential Duties and Responsibilities include the following.

General Department areas
- Brings metaphysical and Christian Science nursing approach to management of staff, leadership, project management, and problem-solving
- Oversees scheduling of staff and payroll functions
- Oversees the training of staff and ensures staff are aware of Tenacre employment guidelines, policies, and cyber security

- Implements State and Federal laws as they affect the Technology Services Team
- Provides general safety and workplace training for Technology Services Team
- Oversees multiple contractors (computer network, vCISO, Access database maintenance, fire alarm communications, egress hardware, nurse call, cabling, fiber-optic installation engineers, television head-end and audio/visual design, internet connections suppliers, cellular telephone, telephone system, cable television) working for the Technology Services team or on any Technology Services team projects
- Oversees ordering, purchasing, and payment of supplies for department
- Oversees all Technology Services projects
- Research products and processes for all Technology Services areas
- Designs and engineers all technical communications systems where appropriate
- Responsible for property-wide cable distribution, documentation, and future planning
- Keeps abreast of innovations in the Technology Services field includes attending seminars and training sessions
- Suggests innovative solutions to other departments where technology may aid their work
- Oversees the proactive and reactive maintenance of all Technology Services systems, their distribution plant, all audio-video equipment, and all photocopiers; responds to urgent requests at any time of day or night; works on a very flexible schedule, and schedules department to cover seven days a week
- Brings projects that cross a certain dollar threshold to the Director of Campus Facilities for approval
- Responsible for maintaining appropriate communication with administration, team, and other departments
- Audits the systems and the inventory of the department regularly
- Schedules system alterations and upgrades at unsocial times to minimize system disruption, including the scheduling of staff and contractors.
- Walks or drives cart considerately and safely throughout Tenacre property to work in all weather conditions; works in confined spaces; climbs ladders to wire in attics, on roofs, works in basement crawl spaces, telecommunications manhole; can pull communications cable and lift communications equipment (TV's, monitors, etc.) up to 50 lbs, bends and crawls to do wiring; mounts cable onto reel holder and moves 50 lbs cable reels

Over Specific Department Areas
- Oversees the daily operation of the Audio System, including program planning, scheduling, and advertising
- Oversees the daily operation of the Tenacre TV Channels
- Manages the support and recording of live events at Tenacre Foundation
- Handles uploading and removal of video recordings on Vimeo for various departments
- Oversees the production and post-production of multi-media products
- Manages digital audio and video archiving and the audio-video library and consults with Archivist for photo and video archiving
- Oversees the daily operation of the internal telephone system and cell phone and cordless phones
- Oversees Tenacre's cell phone usage and assignment of smartphones and MiFi devices
- Handles ChargePoint electric vehicle station and service subscriptions
- Makes decisions about purchasing and/or changing systems, carriers, service providers
- Oversees the daily operation of the Nurse Call systems, radio system, pager system
- Responsible for maintaining FCC licensing and compliance

- Manages the day-to-day operation of the Technology Services Help Desk
- Oversees the daily operation of the computer network, Office 365, Sharepoint, and Teams, including network security and design, licensing, provision of appropriate support for network users
- Oversees cyber security for all on-prem and cloud services, including cyber security awareness training for all staff with Tenacre accounts
- Oversees secure links to other sites owned by Tenacre and secure data sharing with external contacts
- Oversees the provisioning and implementation of computer software, including developing internal database solutions for departments. Is responsible for licensing and compliance with software agreements
- Oversees the acquirement, storage, and access to digital photographs and updating said material.
- Responsible for all Technology Services purchases necessary
- Works with Fire Team Coordinator to ensure the Fire Team Computer and Campus Alert System is continuously operational
- Oversees the Campus Security cameras and network integration
- Oversees the Campus electronic gate operations and network integration (liaises with B&G about physical gate repair)
- Oversees the electronic lock software, electronic locks, and network integration (B&G works with electronic credentials and gate openers as part of key and lock operations).

Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In addition, the individual must be a practicing Christian Scientist and a member of The Mother Church.

Education and/or Experience
- Mother Church membership is required
- Demonstrated ability to apply truths of Christian Science to highly technical areas.
- Ideally brings the ability to manage a team of technical staff and Technology Services support center.
- Demonstrated ability to problem solve in the technical Technology Services arena
- Demonstrated ability to train others and set up training programs for teams of staff
- Extensive knowledge of numerous computer software required
- Ideally has experience in, and demonstrable knowledge of, the core head-end equipment and campus distribution and reception for the following systems:
  - Single campus computer network,
  - VoIP telephony
  - Single campus radio and pager systems,
  - Single campus TV channel and audio channels
  - Multi-media production and post-production (audio, video, and graphic)
  - Nurse call systems, door egress systems, and Fire Alarm communications systems

Required to have at least High School Diploma or equivalent, College Degree preferred. Must speak and write English.

Other Info

Ideally, the Technology Services Manager should live on the campus to provide the immediate support that arises with technical communication systems issues. If living off-campus, must be willing and able to be reachable by cell phone and have the ability to interact with the computer network fully. If living off the campus, there may be situations where the Technology Services Manager and or their staff will be required to immediately travel to the campus to manage the resolution of system malfunctions.