

Position Description

Role Title	ICT Manager
Reports to	Operations Director
Direct Reports	Creative Technologies Manager
Department	Operations/ICT
Working Location	Mackenzie
Load	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time: 4 days/week <input type="checkbox"/> Casual <input type="checkbox"/> Includes Sundays

Purpose of Role
Manage, maintain and develop the ICT and live production systems across Gateway Baptist Church's (GBC) multiple campuses, supporting staff and volunteers to ensure GBC's ministries operate in the most efficient, effective and compliant way. Work closely with our broader operations team and managed service provider to optimise productivity and lead innovation projects. Oversee the procurement, maintenance, development and integration of our IT hardware and production technologies, providing strategic guidance and high level planning for projects as required.

Primary Relationships	
Internal	Creative Technologies Manager, Operations Director, Church Life Pastor, Church Life Coordinator, Office Manager, Facilities Services Manager
External	Veracity (external IT support partner), Suppliers

Primary Responsibilities	Primary Outcomes	Performance Measure
ICT Systems Management	<ul style="list-style-type: none"> Plan, organise and coordinate the acquisition, development, maintenance and use of computer, internet based systems and telecommunications systems within GBC, working with our external support companies to ensure the smooth operation of all ICT infrastructure in alignment with GBC's strategic goals Develop and manage strategy of GBC's network architecture Take an authoritative and proactive approach with external vendors and suppliers to exploit service agreements and balance the expectations of the organisation with resource limitations. Keep abreast of technologies that may benefit the organisation and provide recommendations, supported by documentation, to the Operations Director to future proof for growth. 	<ul style="list-style-type: none"> Uptime Budget Stakeholder feedback Project efficiency Equipped stakeholders via training

	<ul style="list-style-type: none"> • Act as an advisor and key stakeholder when considering the technological impact of GBCs vision and any projects that support this vision. • Manage ICT hardware and network infrastructure in conjunction with external support partner. • Manage Office 365 Exchange Users, SharePoint, OneDrive etc. and related cloud-based services in conjunction with external support partner. • Working with Veracity, oversee the monitoring and rectification of any network and data security issues • Work closely with ministry leaders as required to identify, recommend, develop, implement and support cost-effective technology solutions. • Collaborate with the Creative Technologies Manager to optimise efficiencies in networks and infrastructure use between staff-related ICT and live production equipment. • Effectively support staff and volunteers through training as required 	
Website Administrator/Webmaster	<ul style="list-style-type: none"> • Ensure website hosting agreements are in place and maintained. • Assist website management provider with support in event of website problems or updates. • Provide basic web updates and support to Creative Team as needed. • Maintain GBC domain name/s and DNS configurations. • Assist the broader operations team with website integration with internal systems and platforms as required 	<ul style="list-style-type: none"> • Effective maintenance and website uptime • Budget
Internal/External System Applications Compliance	<ul style="list-style-type: none"> • Define, develop and implement ICT policies, procedures and best practices, ensuring ongoing compliance 	<ul style="list-style-type: none"> • Compliance audit
Help Desk Support	<ul style="list-style-type: none"> • Provide relevant support (in conjunction with external support partner Veracity) as required to GBC staff and volunteers to ensure key stakeholder requirements are maintained at agreed levels. This could include the provision of information and material as required. • Assist external support partner (Veracity) with local physical help/support if needed. 	<ul style="list-style-type: none"> • Stakeholder feedback • Timeliness • Quality • Issues resolved efficiently and effectively.
Workplace Health & Safety	<ul style="list-style-type: none"> • Effectiveness/Safety 	<ul style="list-style-type: none"> • No avoidable incidents/accidents

Core Competencies

- Demonstrated experience and competency in ICT management within a multi site organisation
- Demonstrated experience and competency in managing both Microsoft and Apple operating systems and hardware
- Competency in creative and live production technologies
- Demonstrated ability to adapt quickly and learn new applications
- Demonstrated ability to manage projects and multiple stakeholders, delivering to deadline
- Able to structure and compose ICT procedures for effectiveness and efficiency.
- Ability to effectively and simply communicate complex ICT issues and training with broad stakeholder groups
- Demonstrated passion for and interest in technology trends
- Demonstrated ability to build rapport with broad stakeholder groups

Key Characteristics

- Personal & growing relationship with Jesus
- Demonstrated Christlike character
- Regularly attends and is part of the life and community of Gateway Baptist Church
- Attention to detail
- Able to work autonomously and collaborate with a team
- Solution oriented
- Highly organisational

As a Gateway staff team, we value growing intentionally, communicating courageously, achieving collaboratively and encouraging extravagantly.