JOB DESCRIPTION

INFORMATION

Job Title	*Director of Information Technology Operations*	**EEOC Job Classification**	Professional
		FLSA Classification	Exempt
Department	Information Technology	**W/C Classification**	8868 – Administration/Faculty
Reports To	Chief Information Officer	**Effective Date**	11/13/2020

SUMMARY

The Director of IT Operations is responsible for the development, operation, maintenance, and protection of IT resources to meet the mission and strategic needs of The Master's University and Seminary. This position assists in the strategic and tactical planning of the organization's information technology infrastructure and provides mentoring, management, strategic alignment and support of IT Operations personnel while instilling a passion for customer service. The Director of IT Operations will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organization. This individual's goals also include developing and managing system and application portfolios across the organization as well as maximizing levels of support for the user community through a robust Service Desk.

ESSENTIAL JOB FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Understands the University and Seminary's overall mission and strategic plan as communicated by the CIO and works in conjunction with the CIO to align IT Operations activities and projects with these goals and priorities.
- Manages, mentors and grows the IT Operations team in order to facilitate organizational mission execution through a reliable, high-quality IT infrastructure and Service Desk. Responsibilities include spearheading meetings, facilitating employee professional development as well as serving and supporting staff to maximize productivity.
- Passionately owns all IT Operations workflows. This includes understanding and communicating with the CIO on the health, status, risks, and ROI of this domain on a regular basis.
- Formulates and deploys long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies while working with the CIO to proactively develop, lead, and communicate the IT operations project roadmap.
- Facilitates IT Operations strategic and operational planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.
- Participates in collaborative leadership and management of infrastructure security efforts. Understands current IT-related security threats and supports best practices to defend campus from malware and cyber-criminal activity.
- Identifies key priorities and critical needs across the campus and determines ROI, team member allocation, and risks inherent to these priorities within the IT strategic plan.

- Develops best practices and standardizes project management methodologies for the department and champions use among IT staff. Utilizes appropriate organizational and productivity paradigms to engender team agility and execution.
- Develops a strong rapport with campus users through regular communication and sincere relationship building.
- Utilizes considerable delegation skills to ensure proper staff allocation across the department's workflow.
- Oversees consistent provision of end-user services, including Service Desk and technical support workflows.
- Ensures IT Operations is fiscally responsible both in establishing and developing a realistic annual budget and keeping expenses and purchases in-line with the annual budget plan.
- Informs CIO of emerging IT technologies and other strategic opportunities.
- Implements, suggests and provides continuous feedback on policy decisions in order to maximize institution effectiveness.
- Interacts and negotiates with vendors to establish beneficial contracts and software licensing.
- Engages in continual professional development to enhance personal skills relevant to core responsibilities.
- Perform other miscellaneous job-related duties as assigned.

QUALIFICATIONS

- Has a personal relationship with Jesus Christ, a demonstrated commitment to the doctrinal position of TMUS, and a continuous exhibition of a desire to minister and serve others in varied capacities.
- Demonstrated ability to establish and maintain effective working relationships with staff, faculty, vendors, students, &/or community members of diverse academic, socio-economic, cultural, & ethnic backgrounds.
- Exercise confidentiality, good judgment and discernment.
- Commitment to respect and submit to departmental and Institutional leadership.
- Ability to communicate effectively, both orally and in writing.
- Must successfully pass a background investigation.

SUPERVISORY RESPONSIBILITY

- Assign, plan, and oversee the work of all department employees.
- Handle discipline and termination of employees as needed and in accordance with TMUS policy.
- Train employees, verify timecards, and monitor budget.
- Complete employee evaluations and maintain up to date job descriptions.
- Strong understanding of human resource management principles, practices, and procedures.

EDUCATION AND EXPERIENCE

Minimum requirements for this position:
- Bachelor's Degree in IT-related discipline, Master's degree preferred.
- Seven years' experience managing and/or directing an IT operation
- Proven experience in IT infrastructure strategic planning and development, project management, and policy development.
- Good understanding and high-level knowledge of current operating systems, end user hardware, network infrastructure, common business applications, and cloud technologies.
- Experience with systems design and development from business requirements analysis through day-to-day management.
- Knowledge of business theory, business processes, management, budgeting, and business office operations.
- Superior understanding of the organization's goals and objectives.

- Demonstrated ability to apply IT in solving business problems.
- In-depth knowledge of applicable laws and regulations as they relate to IT.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk, hear, speak, stand, and walk.
- Repetitive motions on a keyboard and looking at a computer monitor for an extended duration of time is required.
- This position requires the ability to occasionally lift, push, pull, grasp, and bend while lifting up to 30 lbs.

ADDITIONAL INFORMATION

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

The Master's University & Seminary does not discriminate on the basis of race, color, national origin, ancestry, gender, age, marital status, veteran status or prior military service, medical condition, or any physical or mental disability. We are committed to practicing principles of equal employment opportunity and diversity based upon sovereign Biblical principles.