



JOB DESCRIPTION



INFORMATION

Job Title:	<i>Technical Lead</i>	EEOC Job Classification	Professionals
		FLSA Classification	Non-exempt
Department:	Information Services	W/C Classification	8868 – Faculty/Administration
Reports To:	Director of Information Technology	Compensation	\$30.00 - \$33.00/hour

SUMMARY

Advance the mission and vision of TMUS by ensuring the day-to-day operation, maintenance, and support of the university's server infrastructure, cloud environments, identity management systems, and enterprise platforms, while also serving as the primary technical escalation point and mentor for the IT Service Desk. Reporting to the Director of Information Technology, this role executes the infrastructure roadmap and security procedures set by IT leadership, maintains close working familiarity with Service Desk operations, and provides supervisory oversight of junior infrastructure support roles.

ESSENTIAL JOB FUNCTIONS

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

Infrastructure & Cloud Operations

- Install, configure, patch, and maintain on-premises and cloud-based server environments, including Windows Server, virtualization platforms (Hyper-V or equivalent), and storage systems.
- Monitor system health, performance, and capacity across physical and cloud infrastructure (Microsoft Azure, AWS, and/or Google Cloud Platform), escalating issues and recommending improvements to the Director of Information Technology.
- Administer identity and access management systems, including Active Directory, Azure AD (Entra ID), single sign-on, and multi-factor authentication, including user provisioning, group policy changes, and access requests.
- Administer enterprise collaboration platforms, including Microsoft 365, Google Workspace, and associated email, file sharing, and communication tools.
- Manage local and cloud-based file repositories, ensuring proper permissions, organization, and data integrity.
- Provide technical oversight and day-to-day guidance to junior infrastructure support staff responsible for telecom, campus and Canyon Home connectivity, and BCDR-related tasks (see Supervisory Responsibility below for scope of authority)
- Perform scheduled system maintenance, patching, and upgrades during designated maintenance windows, which may occasionally occur during evening, overnight, or early-morning hours.

Information Security & Compliance

- Execute security procedures established by the Director of Information Technology, including vulnerability scanning, patch management, log review, and endpoint protection.
- Monitor security alerting tools and respond to or escalate security events, threats, and anomalies per incident response procedures.
- Assist in implementing and enforcing information security policies and regulatory compliance requirements (FERPA, HIPAA, PII).

Backup, Recovery & Business Continuity

- Administer and monitor backup systems and schedules for mission-critical applications and data across on-premises and cloud environments.
- Perform test restores and participate in disaster recovery drills, coordinating BCDR tasks carried out by junior IT staff.
- Maintain documentation of backup configurations, recovery procedures, and system inventories.

Service Desk Leadership & Escalation

- Serve as the primary technical escalation point for Tier 2/3 issues from the IT Service Desk.
- Maintain strong working familiarity with Service Desk ticketing workflows, SLAs, and daily operations to support timely, informed escalation.
- Provide technical guidance and mentoring to Service Desk staff on server, cloud, network, and infrastructure issues.
- Partner with Service Desk leadership to identify recurring issues and drive root-cause resolution.

Support & Collaboration

- Assist in the setup and administration of virtualized test and development environments and collaborate with the IT team on infrastructure-related projects and cross-functional initiatives.
- Document system configurations, standard operating procedures, and knowledge base articles to support team knowledge sharing and continuity.
- Maintain availability for after-hours systems support as needed and provide day-to-day guidance to junior IT staff per the Supervisory Responsibility below.
- Performs other related duties as assigned.

QUALIFICATIONS

- Has a personal relationship with Jesus Christ and 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.
- Excellent written and verbal communication skills.
- Strong organizational and interpersonal skills.
- Service oriented with strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Exercise confidentiality, good judgment and discernment.
- Demonstrated ability to teach, mentor, and guide junior technical staff.
- Committed to ongoing professional development, including pursuit of relevant certifications (e.g., cloud, security, virtualization) to deepen expertise as part of a growth path defined by IT leadership.
- Must successfully pass a background investigation.

Technical Skills

- Windows Server administration (2016/2019/2022) and virtualization technologies (Hyper-V, VMware, or equivalent).
- Cloud platforms (Microsoft Azure, AWS, or Google Cloud) with working knowledge of Active Directory, Azure AD/Entra ID, Group Policy, DNS, and DHCP.
- Enterprise email and collaboration tools (Microsoft 365, Google Workspace).
- Backup and recovery tools (e.g., Veeam, Azure Backup) and storage technologies (SAN, NAS).
- Basic scripting and automation (PowerShell preferred); security fundamentals including patching, endpoint protection, and log analysis.
- Advanced troubleshooting across operating systems, end-user hardware, and networking technologies.

Behavioral Competencies

- Strong troubleshooting, analytical, and prioritization skills, with the ability to meet deadlines in fast-paced, high-distraction environments.
- Clear, frequent, and intentional written and verbal communication.
- Attention to detail and a rigorous commitment to execution.
- Collaborative mindset with a willingness to mentor and support teammates across IT functions.
- Ability to receive and integrate feedback, with flexibility to respond to critical incidents and scheduled maintenance windows outside of standard business hours.

SUPERVISORY RESPONSIBILITY

This role carries direct supervisory responsibility for the junior IT staff outlined below:

- Supervise and coordinate the daily activities of junior IT staff responsible for telecom, campus and Canyon Home internet connectivity, infrastructure, and BCDR support.
- Assist in evaluating staff performance and providing constructive feedback.
- Support training and professional development of junior technical team members.
- Make operational decisions to maintain service continuity for technical and infrastructure support functions.
- Coordinate coverage and prioritize workload distribution.

EDUCATION AND EXPERIENCE

- Associate degree required, bachelor's degree preferred (or equivalent combination of education and experience).
- 3+ years working in an IT environment, preferably as a network or server engineer; Service Desk experience a plus.
- Proven experience in Server and Systems Administration, with high-level knowledge of current operating systems, end user hardware, network infrastructure, and cloud technologies.
- Experience with systems design and development from business requirements analysis through day-to-day management.

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 and hear. The employee frequently is required to stand; walk; has full dexterity of hands and arms.
- This position requires the ability to occasionally lift office products and supplies, up to 30 pounds.
- No travel with overnight stay expected.

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, or combination 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.