

Job Description for Technical Director

Messiah Lutheran Church, Madison, Alabama

Messiah Lutheran Church,

7740 Highway 72 West

Madison, AL 35758

(256) 721-0041 | mlutheran.org

Date prepared: August 2024

Position Type: Part-time (15.2 hrs/mo, 182 hrs/year - as needed)

Location: Remote with occasional visits to Messiah Lutheran Church (MLC).

GENERAL PURPOSE OF POSITION:

Messiah Lutheran Church is seeking a creative and strategic Technical Director to lead and manage all aspects of our technical assets and capabilities. This role is vital in ensuring that our congregation members and potential members receive clear, consistent, and engaging communication across all platforms. MLC's current technology assets reflect the rapid technical expansion over the past ten years and the need for churches to have multiple channels to connect, engage, inform, and inspire people to activate their faith through the worship and outreach ministries in the modern era. The Technical Director will be responsible for overseeing the development and implementation of our technical infrastructure that enables effective sharing our church's mission, vision, and events with the broader community. In the execution of this role, the Technical Director will have support from knowledgeable church volunteers, but the Technical Director is expected to perform overall leadership and management of church technical activities.

RESPONSIBILITIES OF THE POSITION:

The Technical Director shall be responsible for the following tasks:

1. Perform duties as the network administrator for the wireless network and the wired computers. This work requires basic competency of understanding how a computer network functions, network mapping, and the ability to troubleshoot routine issues when network problems arise. In this role, the Technical Director will:
 - a. Manage and perform periodic Windows Updates on all networked and wireless PC's which are the property of MLC
 - b. Support Church Council and Staff in coordinating MLC's physical technical assets to support events such as Congregation Meetings, Town Halls, and other meetings as directed by your supervisor.
 - c. Provide recommendations for upgrades/changes to the church technical infrastructure. Facilitate the introduction of new software to platforms as approved by the Church Council.
 - d. Identify problem area for remediation and submit a recommended path forward,
2. Manage the technical aspects of two websites: www.mlutheran.org and www.musiccamp.mlutheran.org which are registered under IONOS. Ensure that both websites are technically maintained and upgraded including cyber protection. Work with the MLC Communications Director to ensure that both websites are operational to provide necessary information to the MLC Congregation and the Community.

3. MLC relies extensively on sound equipment during Services and other Congregational Meetings. MLC provides a live steaming service to the Community. The Technical Director will ensure that all equipment is operational and ready to support all Services and other key events.
4. Perform duties as the Super Admin of MLC Office 365 Account and related authentication software (MS Entra). Provide the Information Technology(IT)/Admin set up for new users including helping to install the Office 365 software and OneDrive on devices; set up email accounts in Outlook. Assists with e-mail accounts; assist/troubleshoots issues; reach out to Microsoft support for issues that need further support.
5. Manage technical aspects of MLC Emails and Forwards. All of MLC's "@mlutheran.org" domain emails are hosted on IONOS. Manage a Google Workspace platform to set up new User Accounts and perform the administrative tasks.
6. Manage technical aspects of broadband telephony in the church. In the event there are significant issues, the Technical Director will perform initial troubleshooting of the system to ensure it is not a power issue, wiring issue, or internet/telecom issues and provide a recommended path forward as necessary.
7. Update and maintain backups of MLC's member database software on both the server and client computers.

SUPERVISION AND SCOPE OF WORK:

The Technical Director will serve under the supervision of the Senior Pastor.

QUALIFICATIONS & APTITUDES:

- Faith: A Christian who is committed to a lifelong process of growing in grace and demonstrates an understanding of, and agreement with, Lutheran theology.
- Good working knowledge of computers, networking, information technology, and websites.
- Ability to initiate projects and meet deadlines. Organized and able to manage multiple projects.
- Able to work independently and as a team member and deal with people in a professional and Christian manner.

Inquiries: Please send resumes to personnel.committee@mlutheran.org