

**BETHANY COMMUNITY CHURCH
JOB DESCRIPTION**

Technical Operations Manager

- Summary:** The Technical Operations Manager supports and advances the ministries of Bethany Community Church by managing the preparation and implementation of operational requirements, audio, video, and associated technologies for all locations. The Technical and Operational Manager provides reliable, consistent, and high-quality support related to Operations, A/V and Information Technology.
- Location:** Bethany Central Services
- Reports to:** Technical Director
- FLSA Status:** Exempt, Full-time

KEY RESPONSIBILITIES

- Direct and assist in the technical preparation for ministry activities
 - Worship services, special events, concerts, and productions across all locations
 - Equip and support staff, volunteers, and other ministry entities to guarantee deliverables
 - Conduct ongoing maintenance of all audio, video, lighting, and related equipment
- Provide Operational support to Bethany ministries at all locations
 - Schedule and supervise work related to installation and servicing of equipment and properties
 - Support security planning integrated with ministry safety plans
- Assist in IT-related needs on a time-available basis, including:
 - Provide customer-support of day-to-day technology needs of the staff team, ensure functioning computers and other peripheral equipment
 - Assist in ensuring the smooth operation of network switches, routers, servers, wireless and other infrastructure, as needed
 - Update records of computers, servers, peripherals, software and other information

QUALIFICATIONS

- Good grasp of current technology and the ability to influence/shape the technical components of ministry
- Demonstrates a collaborative work style; able to build relationships and balance excellence in both product and process, generating confidence and enthusiasm among staff and volunteers

- Strong problem-solving ability, can handle issues as they come, with a clear head and a good attitude, even under pressure
- Strong organizational skills, able to maintain accurate records of all equipment and systems
- Demonstrates the virtues and qualities of a devoted follower of Jesus Christ
- A loyal team player who is committed to the mission, values, and vision of Bethany Community Church
- Ability to make a positive contribution to a staff culture that aspires to excellence, teamwork, customer service, and the ethics of servant leadership demonstrated by Christ

OTHER SPECIFICATIONS

Work Schedule: Typical work schedule is Sunday through Thursday, 40+ hours/week, some evenings and weekends required to support special events

Physical Demands: Must be able to work in an office environment, often at a computer workstation. Must be able to move between buildings on campus. Must be able to lift small boxes and/or equipment up to 50lbs.

Working Conditions: Due to seasonal activity, job duties may often require additional hours and availability outside normal working hours. May require flexibility to adjust work schedule from time to time to work early or later than regular schedule. Must be able to adapt priorities based on shifting demands in real-time. Non-smoking building and environment.

Compensation: Dependent on experience

Benefits: Full benefits for employees working 21+ hours/week including: medical, dental, and life insurance.

This job description is intended to describe the general nature of this job, and may not include all responsibilities that might be required of the person holding this position. This job description is subject to change at any time at the sole discretion of Bethany Community Church, and does not establish a contract for employment.