



hr@adrntx.org / ADRN.org

JOB TITLE:
IT Manager

JOB SUMMARY:

The Austin Disaster Relief Network (ADRN) is a Christian nonprofit 501(c)(3) organization comprised of over 200 Greater Austin churches and thousands of trained volunteers bringing hope into crisis. ADRN's network enables and empowers church members to organize, prepare, mobilize, and respond quickly in the event of a disaster, great or small.

ADRN is looking for a hands-on Information Technology (IT) Manager to manage a small team of IT specialists that maintain and support IT hardware and software assets, networks, security systems, IP-based phone systems, and related systems. This is not a remote position.

RESPONSIBILITIES:

- Coordinates vendors and contracts in matters related to requirements, budgets, analysis, integration, testing, implementation & maintenance, including security measures to safeguard departmental information.
- Oversees the technology and security components of the Organization's Business Continuity plan by maintaining, testing, and improving systems and services related to backups, redundancies, and security.
- Plans, assigns and oversees the work of the IT Staff and IT Support Volunteers and makes staff and work recommendations to the CIO.
- Ensures required documentation is complete, accurate, and follows defined standards and best technical practices.
- Ensures the business is well protected from security threats by staying up to date with the latest tools and threats and overseeing Firewalls, VPNs, Device Management, Antivirus, Cloud Services, Password, and Multi-Factor Authentication, Identity Providers, certificate management, and Network Security.
- Ensures proper tagging, tracking, audit, and reporting of all IT assets, hardware refresh planning, and sufficient onsite stock.
- Develops and enforces technology and security standards, policies, guidelines, and industry best practices.
- Assists the CIO in governance oversight, IT project and service portfolio management, and service delivery management.
- Develops, maintains, and oversees the Information Technology budget from requirements, quotes, procurement, and accounting.

MINIMUM QUALIFICATIONS:

- Broad systems administration skills across multiple platforms and a wide variety of productivity and security tools.

- Deep knowledge of network infrastructure and security, including switches, firewalls, routers, WAPs.
- Excellent communication skills.
- 5 Years of experience managing IT infrastructure.
- Exhibit strong troubleshooting skills.
- Demonstrates a strong sense of ownership.
- Naturally curious, love learning new things, and are proactive in sharing knowledge with others.

PREFERRED QUALIFICATIONS:

- CIS/MIS Degree.
- Knowledge of Device Management for Windows & Apple hardware.
- Experience with Google Workspace Administration, Asana, Slack.
- Experience with Ubiquiti Routers, VPN, Switches, APs, PtMP, Unifi Protect and UID.
- Possess a strong sense of urgency in driving tasks and internal projects to completion.
- Good understand of Amazon AWS hosting
- Basic understanding of digital soundboard systems.
- Basic understanding of Asterisk and FreePBX VOIP Phone systems, IVRs.

ORGANIZATIONAL EXPECTATIONS:

- Handle all conflicts through biblical conflict resolution.
- Learn, understand and embrace ADRN/UDRN culture, spiritual history, ADRN vision, and mission statements, and I AM Ready™ and Life-Sustaining Church™ programs.
- Seek God's face, read His Word, and be led by the Holy Spirit.
- Communicate clearly with peers, co-workers, and team members.
- Set the tone on reliability, attendance, high-performance standards, and what it means to be an I AM Ready™ Christian, emotionally, spiritually, and physically to all volunteers.
- Spend minimally one planned, full day per month away from the office, seeking God's face for direction, guidance, support, and relief for the role. Spend time in the word and prayer with God for spiritual instruction, growth, and rest.
- Attend all of ADRN's emotional, spiritual, and physical training to understand the depth of what ADRN offers churches and volunteers.
- Fulfill a minimum of 40 hours per week.
- Attend Thursday morning All Staff Prayer and All Staff Meetings at HOPE Prayer Center, as well as fulfill other staff expectations.

KEY EXPERIENCES:

- Willingness to accept our Statement of Faith.
- Excellent interpersonal skills.
- Resourceful and innovative problem-solving skills.

ETHICAL STANDARDS:

ADRN has a reputation for conducting its ministry and activities with integrity and in accordance with the highest ethical and Biblical standards. All employees of ADRN must be committed to the Lord Jesus Christ, in accordance with the Bible and with ADRN's Statement of Faith. The authority for making a determination of these standards for ADRN shall be the Board of Directors working in consultation with the Chief Executive Director, applying their interpretation of the standards set forth in the Bible.