I.T. Manager
In this role, you will be responsible for the day-to-day operation of the I.T. department to support the work of the Wisconsin Conference, including staff, boards and agencies, and congregations. You will provide direction for I.T. vendor consultants and support for all staff PC applications, desktop/server/laptop/hardware equipment, mobile devices, phones, printers, security services, and server and network connectivity. A candidate for this role needs to demonstrate technology proficiency, effective problem solving skills, and outstanding customer service at all times. Position is full time, with benefits.

Responsibilities:

- Provides technical assistance and support for staff hardware, software and networking issues
- Installs and supports all desktop applications and updates, including Microsoft Office and Outlook email.
- Manages and resources Voice-Over IP phone system.
- Sources, installs and provides assistance with tablet PCs, mobile devices, VOIP phones, and printers
- Answers/logs all incoming issues over the phone or from email
- Documents help desk procedures and troubleshooting steps
- Provides website support, maintenance, and design for content management system.
- Maintains all IDs, passwords, domain names and licenses
- Assists with updates or changes to database.
- Actively contributes to ongoing process improvements
- Consults with clergy and other UMC members regarding their computer and internet needs
- Manages the department within budget limitations; brokers equipment purchases for staff
- Stays current on the trends and changes happening in related industries, e.g.: Adobe Connect Pro, Skype, DropBox, Facebook, Twitter, new technologies. Performs other services as needed for the good of the Conference.

Qualifications:

- Post high school education or training (4-year degree preferred). Open to both undergrad majors and graduate students.
- Two or more years of work experience in an I.T. related field
- Computer and internet proficiency
- Experience supporting Microsoft Operating Systems and desktop software.
- Extensive knowledge of standard applications, such as Microsoft Office, Internet Explorer, Adobe Acrobat.
- Experience supporting I.T. hardware, including desktop/laptop computers, laser printers, cellular/Smartphones, tablet PCs, VOIP phones.
• Knowledge of routing and firewall security
• Comfort and skill with working with the public, even difficult people; ability to communicate clearly with staff and vendors
• Commitment to support the organization and learn about it (need not be a United Methodist)
• Willingness to work occasional nights and weekends. Minimal travel.

**Position Accountability/Benefits**
Reports to Director of Communications; Full Time including Hourly Salary, Vacation, Health Insurance, Pension, Death & Disability Insurance, Cafeteria Plan Benefit and more.

**Location**
Wisconsin Conference UMC, 750 Windsor Street, Sun Prairie, WI 53590, www.WisconsinUMC.org

To apply, please send cover letter and resume to mvirnig@wisconsinumc.org by August 7, 2015.