



**Position Title: IT Manager**

<b>Job Category:</b>	Full-time
<b>Reports to:</b>	Operations Director
<b>Department:</b>	Operations
<b>Location:</b>	Remote

**Position Summary**

The IT Manager will oversee all technology operations by managing devices, supporting staff needs, maintaining systems, and ensuring smooth, secure, and efficient IT functioning across the organization.

All responsibilities and tasks associated with the role of IT Manager will ultimately help to fulfill MNA’s purpose in serving the PCA to plant, mobilize, and restore.

**Major Responsibilities**

Technology Operations & Support— 30%

- Provide day-to-day IT support to staff, including troubleshooting hardware, software, and network issues.
- Replace, repair, configure, and maintain all staff computers and devices.
- Manage the setup, deployment, and decommissioning of hardware for onboarding and offboarding processes. Also create system to track location, updates, and replacement of all electronic assets.
- Maintain and organize IT systems, shared drives, and file structures to ensure clarity, security, and accessibility.

Systems Administration & Maintenance— 20%

- Oversee installation, updates, and maintenance of software and operating systems.
- Monitor system performance and proactively address issues to minimize downtime.
- Ensure data backup, device security practices, and basic cybersecurity protocols are followed.
- Work alongside other PCA IT staff with Outlook and cybersecurity tracking and staff compliance needs.

User Training & Documentation— 10%

- Develop and deliver training materials, workshops, and guides to help staff effectively use basic technology tools.
- Create and maintain documentation for workflows, policies, and IT best practices.

IT Process & Infrastructure Development— 20%

- Help design and maintain organizational IT procedures, including device lifecycle processes, user access protocols, and system organization.
- Develop IT budget based on lifecycles and growth needs.
- Collaborate with leadership to assess technology needs and propose improvements.

**CONTACT:** 678.825.1200 • [mna@pcanet.org](mailto:mna@pcanet.org) [WWW.PCAMNA.ORG](http://WWW.PCAMNA.ORG)



#### Media & Technical Production Support— 10%

- Provide support for video and audio editing.
- Remotely assist staff with AV setup and technical components of remote/in-person meetings when required.

#### Vendor & License Management— 10%

- Track software licenses, subscriptions, warranties, and renewals.
- Coordinate with vendors for device purchases, repairs, and software contracts.

## Qualifications

### Required

- A Christian whose life reflects mature, spiritual growth and is active in a local PCA or other evangelical church.
- A Christian who views the position as both a vocation (responsibility) and as a ministry (service).
- Bachelor's degree in related field and/or 3+ years of IT support or systems administration experience.
- Proficiency with Windows and macOS environments, Outlook, and basic network troubleshooting.
- Experience or ability to learn Blackbaud, Zoom, Mailchimp, ADP, Wix, Asana and other frequently used programs to provide assistance to staff.
- Ability to communicate technical information clearly to non-technical staff.
- Strong organizational and multitasking skills; ability to manage multiple priorities for a large staff.
- Ability to think ahead, anticipate needs and offer creative solutions.
- Self-starter.

### Preferred

- Experience in a nonprofit or educational environment
- Familiarity with shared file systems and cloud-based tools.
- Experience creating user training resources.
- AV or video editing experience.

## Work Environment

- Full-time role supporting ~85 staff and ~20 volunteers across multiple departments.
- Hands-on equipment work required (device setup, troubleshooting, etc.).
- Occasional after-hours support during critical outages or major system updates.
- Ability to store unused devices at personal residence until redistributed.

## Other Notes

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Management reserves the right to add or change duties at any time.

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