

THE ARCHDIOCESE OF SAN FRANCISCO

JOB DESCRIPTION

TITLE: Director of Information Technology & Parish Services

REPORTS TO: Executive Director for Communications & Media Relations

CLASSIFICATION: Exempt

REVISED DATE: October 2022

PURPOSE:

The Director of Information Technology & Parish Services is responsible for the oversight of all technology systems within the Archdiocesan Chancery. The Director will work with the various departments to provide direction and leadership ensuring the information system initiatives and business strategies of the Archdiocese are effectively implemented and all communication channels are maximized, while meeting the needs of the various department and the Archdiocesan locations to ensure centralized, real-time, secure and accurate data. The Director is also responsible for the supervision of third-party contractor and ensures all objectives and projects are carried out accordingly in a timely and cost-effective manner.

The Director is also an integral member of the parishioner/donor advocacy within the Archdiocese. The Director will work directly with parishes and Chancery departments in the implementation and data management process, in an effort to support the departments and locations to craft scalable, flexible and resilient integrated solutions to include Flocknote and Flocknote People applications with the primary purpose to assess and effectively address parish business requirements. This individual will also play a critical role in managing and providing strategic guidance on full life-cycle implementations and adoption. While understanding the Archdiocese's business strategy and direction across locations and in partnership with key Archdiocesan departments to include Communications, Mission Advancement, Human Life & Dignity and Media Relations, in an effort to create and deliver customized professional service statements of work, and driving the program design to support these systems while tailoring communication to meet the needs of various internal clients to include Archdiocesan decision makers.

MAJOR RESPONSIBILITIES & DUTIES:

Parish Services

- Connecting Archdiocesan needs with functional capabilities of the Flocknote system.
- Assessing Archdiocesan objectives, formulating solutions concepts, and driving parish support to a centralized database.
- Leading application integration designs for the Archdiocesan Flocknote System and custom applications.
- Creating business plans that align with Archdiocesan goals and Flocknote solution offerings.
- Contributing to project teams as a direct resource and assisting parishes in the development and customization of their Flocknote system.
- Planning, managing, and performing integration design, testing, and deployment activities.
- Working with and providing feedback to Flocknote application designers to create improved functionality for the needs of the Archdiocese and the individual locations.
- Creating project deliverables and standards (e.g., including process standards).

- Conducting presentations to potential locations/users of Flocknote to include pastoral and finance committees.
- Planning and establishing go-live activities relative to solution integration, possibly including training and ongoing support.

Information Technology

- Works with the third-party IT contractor and acts in an advisory role to departments regarding needs, ensuring that technology fits the existing Chancery systems.
- Responsible for oversight of purchasing decisions for all Chancery equipment, including laptops, desktops, phone systems, etc.
- Provides oversight to the identification and elimination of security vulnerabilities.
- Provides leadership and technical support for the purpose of designing, developing, and maintaining an efficient, unified, and fully integrated technology system.
- Researches, evaluates, and develops policies, procedures, and guidelines related to technology use by the Chancery staff.
- Familiarity with content management systems, particularly WordPress, to support basic website modifications and content updates that increase awareness and visibility and deepen engagement with key audiences.
- Committed to staying abreast of changes in digital communications and actively seek new ways to help the Archdiocese achieve its communications goals.
- Trains Chancery staff on information technology protocols for the purpose of ensuring efficient and effective use of technology and compliance with Archdiocesan policies.
- Remains current with respect to trends in church administration and information technology through independent research and attends professional development courses when possible.
- Prepares a variety of reference, presentation, policy, and administrative materials for the purpose of documenting activities, requests, and issues.
- Works closely with the Executive Director for Communications and Media Relations to plan, coordinate and facilitate the semi-annual Information Technology Advisory Committee meeting.
- Works with the various departments in the Chancery to progress to the automation of manual processes.
- Strategize and lead the organization toward implementation and adoption of new technological tools and applications.
- Work collaboratively with IT contractor to develop security guidelines and develop applicable organization protocols.
- Creates and effectively manages the IT department budget to ensure compliance with all Archdiocesan finance procedures.
- All other duties as assigned by the Executive Director for Communications and Media Relations.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

- Demonstrated outstanding relationships at all levels within the Archdiocese.
- Understanding of technology terms and aptitude of the Flocknote system.
- Strong understanding of working systems within the Chancery to include MS Office 360, RaisersEdge, QuickBooks, ADP and other Accounting software, as well as the Chancery's phone system.
- Understanding of Flocknote products and services is preferred.
- Outstanding documentation and follow-up capabilities required.
- Ability to work closely with all levels of the organization and to elicit cooperation from a wide variety of sources, including leadership, Pastors, Administrators and other Chancery departments.
- Ability to take ownership of assigned departments of the Chancery and parishes.
- Ability to recognize and escalate issues and risks as deemed necessary.
- Ability to address and resolve all issues utilizing the available resources in a timely and proficient manner.
- Strong written and verbal communication skills.
- Strong and consistent leadership skills.
- Strong interpersonal skills.
- Thorough knowledge of communication principles and practices with exceptional ability to communicate effectively, both verbally (including oral presentations) and in writing.
- Thorough knowledge of church organizational and operations procedures.
- Position requires creativity, decision-making, interpersonal skills, use of discretion, teamwork, negotiation and service orientation to foster the Church's mission.
- Must be able to establish and maintain effective working relationships with parishes, schools and vendors.
- Must be able to handle multiple projects/priorities.
- Must have an excellent working knowledge of the teachings of the Catholic Church
- Must be a practicing Catholic, in good standing
- Persuasive, encouraging, motivating, and friendly personality

EDUCATION AND/OR EXPERIENCE:

- Minimum of a Bachelor's degree or an equivalent combination of education and experience with a minimum of two to four years' in church operations or any equivalent combination of education and experience which demonstrates the knowledge, skills and abilities to perform the above-described essential functions.

- Specific experience in church organizational and operations procedures or a complex, multi-unit organization (preferably nonprofit) with service orientation.
- Must have own transportation and a valid driver license to drive to the various locations.

To Apply: Please submit application, resume, cover to : Christine Escobar at Department of Human Resources, 1 Peter Yorke Way, San Francisco, CA 94109 or escobarc@sfarch.org

Statement of Non-discrimination

Pursuant to the San Francisco Fair Chance Ordinance, all employees of the Archdiocese of San Francisco shall be employed without regard to race, color, sex, ethnic or national origin and will consider for employment, qualified applicants with criminal histories.