

POSITION ANNOUNCEMENT



Information Technology Director

Jesuits West

The Institution

The Society of Jesus, the largest men's religious order in the Roman Catholic Church, assigns some 17,000 priests and brothers to ministries worldwide. In pastoral, educational, and other ministries, our priests and brothers collaborate with laymen and women, civic organizations, local dioceses, and other religious orders. As catalysts for change, we invest personnel and funding in those “turning points” in society where we believe the greatest good can be achieved. Our ministries express the power of faith doing justice by combining belief in fundamental human dignity with advocacy for the poor and marginalized.

The USA West Province (“Jesuits West”) supports a 10-state region that includes Alaska, Arizona, California, Hawaii, Idaho, Montana, Nevada, Oregon, Utah, and Washington. Jesuits West, a province of approximately 540 Jesuits, is led by Father Sean Carroll, S.J. with an 11-member executive team overseeing an approximate staff of 30 with offices in Los Gatos, California and Portland, Oregon.

Position Concept and Basic Function

Manages the information technology needs of the USA West province offices, employees and Sacred Heart Jesuit Center staff and Jesuits in residence, including system upgrades, budget management, purchases of new hardware/software, troubleshooting, supporting, and training users that include both employees and Jesuit brothers and priests. The position requires an onsite presence in the Portland Oregon offices.

Users Served – Approximately 60 on staff (located in Portland, Oregon; Los Gatos, California and staff working remotely) plus Tertian staff of 3 and 400+ Jesuits in very limited capacity of mostly in regard to password resets, email forwarding and other minor functions.

Reporting to Socius, responsibilities will include:

- Provides support to users and for devices in Portland and escalated services in Los Gatos.
- Support provided to all levels of management, staff, and Jesuits with assistance from Freshservice and Zoho Assist.
- Supports the Province in the development and updating of the province technology policy.
- Prepares and monitors the annual IT budget and related purchases.
- Consults with Senior IT Associate regarding budgetary needs.
- Delivers recommendations to the Operations Committee and Provincial about future IT developments/strategy to meet the province's ongoing technology needs.
- Manages the Province's IT infrastructure and day-to-day IT operations both onsite and cloud.
 - Cloud user management and general configuration/troubleshooting
 - On-Site network equipment and general configuration/troubleshooting
- Creating, planning, purchasing, and providing maintenance procedures for SHJC phone server and desktop/laptop hardware and software, and network hardware.
- Manages network hardware and software management including planning, designing, TCP/IP networking including DNS, DHCP, subnet management, configuration, WAN management, and troubleshooting. (Brocade, Ubiquiti, and Fortinet)
- Manages network security including firewall management, VPN, and intrusion detection.
- Plans and consults with IT Vendors for application management including installation, integration, database and application management, and user support.
- Coordinates and approves software services for province departments as necessary.
- Responsible for ensuring IT Infrastructure complies with PCI DSS Requirements.
- Responsible for SharePoint site setup and management.
- Responsible for Microsoft Teams setup and management for users.
- Collaborates and consults with Senior IT Associate, Socius and IT Vendors on a scheduled basis.
- Supervises the Senior IT Associate.
- Provides ongoing professional development via different platforms to staff and Jesuits relating to Office 365.

Other Responsibilities

- Member of the North American IT Committee. Participates in regular meetings and travels for national meetings and/or training as required.
- Travel to Los Gatos Office when needed.
- Performs other work-related duties as assigned.

Qualifications

- Minimum of three to five years' experience with Azure Active Directory and administrating Microsoft 365 services.
- Experience using common computer applications including email, web browsers, etc.
- Additional experience and requirements:
 - Microsoft Exchange Online
 - Windows 10/11, iOS, macOS, and Android OS
 - Managing a budget
 - Brocade switches
 - FortiOS – Fortinet firewalls, switches, and wireless access points
 - VPN tunneling
 - Office 365
 - Wireless network equipment of Fortinet and Ubiquiti
 - Network security
 - PowerShell
 - Encryption
 - Cybersecurity training and ongoing education
- Excellent oral and written communication, organization skills.
- Works effectively in a team environment.
- Patient in dealing with users at different skill levels.
- Willing to be on call and work after hours/weekends.
- Self-motivated, innovative.
- Able to lift 25lbs.
- Able to climb 8' ladder.
- Able to connect cables (cables can be near the floor, or behind a desk, etc.)
- Excellent customer service skills, strong attention to details, and excellent follow-up.
- College degree preferred.

Schedule

The position is exempt in Portland, Oregon.

Requirements and Application Procedure

Applicants must submit a cover letter and resume to careers@techtalentlink.com. Review of applicants for employment will begin immediately and continue until the position has been filled.

Jesuits West makes employment decisions without regard to race, color, sex, national origin, marital status, age, and disability unrelated to job performance. The Province hires without regard to religion when Catholic faith is not a job requirement, and welcomes people of all faiths.