

# Job Description

## Kingswood University

**Position Title:** Director of Information Services  
**Classification:** Full-time  
**Responsible To:** VP for Enrolment & Marketing  
**Purpose:** To provide leadership and overall management direction for campus technology infrastructure and service.  
**Goal:** To develop, implement, and maintain results-focused, innovative solutions for technology, processes, and communication to support effective operations and achieve organizational goals.

### Responsibilities:

- Understand the needs of the institution to provide strategic solutions that support business operations, improve performance, and provide a high-level of user satisfaction for both staff and students.
- Monitor and maintain technology services, including computer network, servers, workstations, cloud-based services, web and social media accounts, surveillance system, VOIP phone system, and classroom audio visual equipment.
- Serve as project manager, organizing and executing the implementation of new installations, upgrades, policies, and procedures.
- Proactively evaluate current and emerging technologies and system enhancements to identify opportunities to strengthen, streamline, and improve technology solutions for all campus departments. Make recommendations as appropriate.
- Serve as technology solutions specialist, providing consultation with staff and students for best practices, technology use, maintenance, and repair.
- Serve as key liaison to negotiate service level agreements with vendors and service providers. Monitor service delivery to ensure standards are met.
- Formulate, plan, and budget for capital and operational expenditures. Manage purchases and coordinate installation and upgrades of hardware and software.
- Ensure security is maintained by managing policies, educating staff, and mitigating risks and threats to confidentiality and integrity of all information.
- Provide technical support and/or leadership for facility audio, video, and recording for on-campus events, conferencing, and student ministry team training.
- View this position as a ministry, including mentoring students in their Christian walk as opportunities arise in the fulfillment of your responsibilities.
- Participate in University events, including regular chapel attendance.
- Perform additional duties, as required.

### Qualifications:

- Bachelor's degree in Computer Science, Business, or related field, or equivalent combination of training and experience.
- Familiarity with Linux and Windows server applications, networking hardware (including firewalls, managed switches and WIFI access points), desktop/laptop hardware (Mac and PC), and managed antivirus preferred.

- Additional skills in fiber optics, audio mixing, graphic design (Adobe Creative Suite), web development, or surveillance technologies considered an asset.
- Director-level skills and experience including self-motivation, goal accomplishment, and work prioritization.
- Collaborative mindset, including ability to lead, manage, or participate in cross-functional teams.
- Well-organized and able to manage multiple projects at once.
- Attention to detail and accuracy with a commitment to excellence.
- Good interpersonal communication skills including listening, relating, diplomacy, tact, and creative problem solving.
- Willingness to actively engage with resources and attend virtual and in-person training events to stay current with rapidly changing technology, techniques, and strategies.
- Willing to work flexible hours to accommodate emergency or time-sensitive issues.
- Understanding of and ability to communicate Christian values and beliefs to students.

**Values:**

- Godly, spiritually mature, fully devoted to Christ and the Church.
- Genuine and evident love for other persons demonstrated by consistent spirit of kindness, compassion, and respect for all other persons.
- Integrity and moral excellence, with life above reproach.
- Code of personal conduct consistent with membership commitments for leaders of The Wesleyan Church.
- Commitment to enthusiastically assist in fulfillment of Kingswood University's mission.

**General University Information:** Kingswood University is owned by The Wesleyan Church. The mission of Kingswood is to serve Jesus Christ by strengthening the local and global church through forming Christ-like servant leaders in a community that creatively blends academic excellence and practical ministry experience with intentional spiritual formation.

**Direct resumes to:**

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