

# BSK Theological Seminary

## Director of Information Technology

**Position Title:** Director of Information Technology

**Supervisor:** Chief Operations Officer

**Position Status:** Full-time Exempt (40 Hours)

BSK seeks a Director of Information Technology. This new position will support BSK's digital infrastructure, ensuring the security, interoperability, and reliability of systems. This role is critical in supporting academic operations, managing technology initiatives, and bridging the gap between complex technical requirements and user experience.

### Key Responsibilities

#### 1. Tiered Support & Operations

- **Tier 0 (Self-Service):** Develop/maintain knowledge bases, chatbots, automated password resets, system status pages, and community forums to reduce helpdesk load.
- **Tier 1 (Frontline Support):** Supervise helpdesk operations (ticketing, hardware deployment, basic troubleshooting) and ensure student/faculty emergencies are resolved promptly.
- **Tier 2 (Advanced Support):** Resolve escalated issues, build automations (e.g., expense forms, SharePoint), and address systemic problems (e.g., incomplete FAQ databases).
- **Tier 3 (Expert-Level):**
  - Own root-cause analysis, system permissions, vendor management (Zoom, Populi, Microsoft), and SLA compliance.
  - Lead cybersecurity, budgeting, policy development, and incident response.
  - Represent BSK to external partners (e.g., ATS, vendors).

#### 2. Core IT Management

- **User Management:** Oversee onboarding/offboarding for students, faculty, adjuncts, auditors, and collaborators; enforce credential policies (SSO, 365 licenses).
- **Infrastructure Coordination:** Maintain and integrate:
  - **Zoom:** Extensions, billing, SAML, assessments.
  - **Populi LMS:** Helpdesk liaison, LTI integrations, coursework audits.
  - **Microsoft 365:** Entra ID, SharePoint, Power Automate, CoPilot, MFA, security.
  - **BSK Worksites:** Studios, offices, etc.
  - **Other:** Thinkific/Flourish, troubleshooting BSK website issues (Wordpress/Divi), antivirus (Bitdefender), GoDaddy.
- **Hardware:** Manage faculty/staff devices (20+ machines/iPads), "Digital Divide" program (40+ loaner devices), and remote management solutions.
- **Policy & Compliance:** Update IT policies, ensure regulatory alignment (e.g., FERPA), and implement security protocols.

#### 3. Grant-Funded Initiatives (*Future Projects*)

- Support migrating content between various systems; design AI agents/knowledge bases (e.g., SLM-based tools).

- Deploy storage infrastructure for grant deliverables; support external users ("Tenders"), sometimes outside regular business hours.
- Assist in procuring and maintaining specialized hardware/software for grant programs (e.g., studios, UX tools).
- Develop interoperable systems for multi-institutional credentialing and content curation.

#### **4. Academic & Collaboration Support**

- Resolve Populi/faculty access issues; coordinate with the academic office.
- Coordinate IT needs with collaborators (e.g., seminars, content creators).
- Implement academic IT policies (security, record maintenance, external system integration).

#### **5. Strategic Leadership**

- Develop and supervise IT work; train helpdesk teams; manage budgets/vendor contracts.
- Drive assessment frameworks for IT effectiveness, especially for scalability.
- Research emerging technologies (AI, automation); present recommendations to leadership.

#### **6. Continuing Education**

- Attendance at regular professional conferences (Technology in Theological Education Group, etc.) is encouraged and supported.
- We will work to support other continuing education opportunities as they arise.

#### **Qualifications**

**Experience:** Experience in an IT leadership role that required both hands-on technical support and high-level strategic planning. Experience in Higher Education or an academic setting is strongly preferred.

**Education:** Bachelor's degree in Computer Science, Information Technology, or relevant field (or equivalent professional experience).

#### **Soft Skills:**

- Exceptional problem-solving skills with the ability to perform root cause analysis.
- Strong communication skills, explaining complex technical concepts to non-technical users.
- Ability to work independently and manage multiple projects simultaneously.
- Patience and a relational approach for Tier 1 user support.

#### **Work Environment**

This position primarily works from home with a flexible schedule. Candidates who live in or near Louisville or Lexington, Kentucky, are strongly preferred. Occasional on-site work in Louisville or Lexington is required, along with expected travel as needed. The role may also require availability outside of standard business hours to support external users and grant-related activities.

#### **To Apply**

Send a letter of interest, plus a copy of your resume, to [erica.whitaker@bsk.edu](mailto:erica.whitaker@bsk.edu).

#### **About BSK**

BSK Theological Seminary prepares bold faith leaders for church and world through accessible, innovative theological education.