

JOB DESCRIPTION

Position: Technology Operations Manager

Location: Office in Abbotsford, BC

Reports to: Director of Systems & Technology

Salary Range: \$60,000 - \$75,000

Position: Full Time

Position Summary

The Technology Operations Manager is a key member of the Systems & Technology (S&T) team, responsible for the day-to-day health and governance of The GC's IT environment, technology platforms, and operational systems across all three office locations - Abbotsford, BC, St. Catharines, ON, and Colorado, USA. This role owns the internal governance layer above our managed IT services vendor - directing vendor execution, enforcing and creating policy, managing access controls, and driving operational initiatives across the organization.

The Technology Operations Manager's primary focus is governance, platform ownership, and vendor accountability - ensuring that technology operations run securely, efficiently, and in alignment with organizational policy. While a managed IT vendor handles much of the day-to-day infrastructure and helpdesk execution, this person is expected to be hands-on when the situation requires it, and should be comfortable rolling up their sleeves to resolve issues, support transitions, or fill gaps as they arise.

The ideal candidate shares our Christian faith and mission, brings strong organizational and technical judgment, and is energized by bringing order and clarity to complex systems in a values-driven environment.

About Us

We help ministries that have their boots on the ground, those "feet on the street" organizations that meet people where they are—whether on the streets, in shelters, or in neighborhoods—bringing practical help and the hope of the gospel to the nations. Rooted in a Christ-centered mission, we believe unity multiplies impact, empowering ministries to transform lives and strengthen communities in ways none of us could achieve alone.

At The Great Commission, we carry the unseen load—donations, accounting, wages, compliance—so the mission never has to pause. Our ministries carry the gospel and we carry them.

KEY RESPONSIBILITIES

1. End-User Support & Escalation

- Serve as the internal escalation authority for unresolved technology issues that cannot be handled by the managed IT vendor or require organizational context to resolve

- Act as the primary point of contact for staff experiencing application or systems issues across all three office locations
- Provide remote assistance to staff at the St. Catharines and Colorado offices, using remote support tools to diagnose and resolve issues without requiring on-site presence
- Triage and prioritize escalated support requests, coordinating resolution with the appropriate vendor or internal team member
- Identify recurring support issues and address root causes through process improvement, documentation, or training

2. Internal Application Management

- Serve as the primary owner and administrator for The GC's internal business applications - including day-to-day management, user support, configuration, and issue resolution
- Act as the first point of contact for application-related issues, with the managed IT vendor available as backup support when this person is unavailable
- Maintain working knowledge of all business-critical applications in use across the organization
- Coordinate with the development team on application updates, integrations, and lifecycle decisions
- Lead staff technology onboarding - orienting new employees to The GC's systems and applications, setting up workstations and accounts, and ensuring a smooth technology experience from day one across all office locations

3. Microsoft Platform Governance

- Govern the Microsoft 365 tenant - licensing, configuration, and policy compliance
- Oversee the Power Platform environment (Power Automate, Power Apps, Dataverse) - approving new flows, managing environments, and ensuring best practices
- Serve as the governance liaison between business teams and the development team for Dynamics 365 platform matters

4. Technology Documentation & Knowledge Management

- Own and maintain comprehensive documentation of IT systems, configurations, processes, and policies
- Ensure institutional knowledge is captured and accessible - reducing single points of failure across the team
- Develop internal knowledge base resources for staff self-service and IT onboarding

5. Access Management & Security Operations

- Lead the RBAC (Role-Based Access Control) initiative - defining permission tiers, auditing existing access, and maintaining ongoing compliance
- Oversee and refine automated onboarding/offboarding workflows
- Conduct periodic access reviews and coordinate vendor security assessments
- Serve as the primary internal contact for security incidents, coordinating response with the managed IT vendor
- Drive the organization's security awareness program - training rollout, phishing simulations, and staff education

6. IT Governance & Vendor Management

- Serve as The GC's primary point of contact for our managed IT services vendor across all three office locations - Abbotsford, BC, St. Catharines, ON, and Colorado, USA
- Own the internal governance layer: onboarding/offboarding triggers, access approvals, SLA accountability, and escalation triage
- Hold the vendor accountable to contracted service levels and escalate issues as needed
- Evaluate vendor performance regularly and make recommendations on contract scope and renewals
- Manage relationships with all technology vendors across all offices - evaluating contracts, renewals, and service performance

7. IT Policy Development & Enforcement

- Develop, maintain, and enforce IT policies relevant to The GC's infrastructure and operations - including acceptable use, data classification, BYOD, remote access, and incident response
- Identify policy gaps and proactively create new policies as the technology environment evolves
- Communicate policies to staff and lead adoption initiatives to ensure compliance across the organization
- Conduct periodic policy reviews to ensure alignment with industry standards and organizational needs

8. Software & Hardware Asset Management

- Maintain The GC's software inventory across all three offices - rationalizing applications, identifying redundancies, and managing renewals
- Track all technology spend and maintain visibility into upcoming software renewals and hardware refresh timelines, providing the Director of Systems and Technology with forecasts and actionable recommendations
- Evaluate procurement requests from staff and make recommendations to the Director of Systems and Technology covering both software requests and hardware needs for the upcoming period
- Oversee the hardware lifecycle program across Abbotsford, St. Catharines, and Colorado - including procurement coordination, refresh cycles, and accurate asset tracking per site
- Ensure systems and hardware at all office locations are consistently governed, maintained, and aligned to organizational standards
- Establish and maintain a formal asset management framework covering ownership, classification, and lifecycle stages across all locations

9. Change Management & Technology Rollouts

- Partner with the Director of Systems & Technology to plan, communicate, and execute technology rollouts and policy changes across the organization
- Develop training materials and lead staff training sessions to support adoption of new tools, systems, or policies
- Coordinate rollout logistics across all three office locations, ensuring consistent implementation and staff readiness

- Track adoption and gather feedback post-rollout to identify gaps and inform continuous improvement

10. Business Continuity & Risk Management

- Maintain and test the organization's IT disaster recovery and business continuity plans
- Identify operational risks in the technology environment and develop mitigation strategies
- Ensure data backup integrity and coordinate recovery testing with the managed IT vendor

QUALIFICATIONS

Required

- 3–5+ years of experience in IT operations, systems administration, or a related role
- Demonstrated experience developing and enforcing IT policies and governance frameworks
- Experience managing or governing a Microsoft 365 environment (Entra ID / Azure AD, M365 admin)
- Working knowledge of access management practices - RBAC, identity governance, permissions auditing
- Familiarity with the Power Platform (Power Automate, Power Apps, Dataverse) or similar low-code environments
- Experience managing technology vendors or MSP relationships
- Proficiency with remote support tools for multi-site assistance
- Strong organizational skills - able to manage multiple operational initiatives independently
- Clear communicator who can translate technical requirements for non-technical stakeholders
- Active Christian faith and alignment with The GC's mission and values

Preferred

- Familiarity with SCIM provisioning or HRIS integrations
- Knowledge of Dynamics 365 or similar CRM/ERP platforms
- Microsoft certifications (e.g., MS-900, SC-900, PL-900, or equivalent)
- Background in IT risk management, compliance, or security governance
- Experience developing business continuity or disaster recovery plans

Apply today to contribute your skills to a mission-driven organization!

APPLY:

Interested individuals should forward a pdf of their resume with cover letter to: hr@thegc.com

You are invited to complete a TRAITS Assessment

As part of our process, we ask interested applicants to complete a short TRAITS survey. This survey should take about 20 minutes to complete.

To begin the TRAITS assessment, click the link below or copy and paste it into your search browser.

<https://app.traits.com/survey/ef0e05cf-aa47-4832-9a12-3e603d79bde7>