

JOB DESCRIPTION

Title: Director of Technology and Communications
Reports To: Sr. Director of Central Ministries
Status: FLSA Exempt
Prepared By: Mike Trujillo
Hours per week: 40+

Ministry: Central Ministries
Classification Grade: T-7
Approved By: Human Resources
Approved Date: 09/09/2026

Essential Organizational Core Values

The **Director of Technology and Communications** is responsible to champion Real Life Ministries' Vision, Mission, Methodology, and Strategy in two primary ways:

- **As an Individual Leader:** The **Director of Technology and Communications** is responsible for taking the leadership of all ministry functions they oversee — Technology and Communications. They live out Real Life Ministries' Organizational Core Values and 7 Ministry Essentials personally, ensuring the teams they oversee also embody and live out Real Life Ministries' Organizational Core Values and 7 Ministry Essentials. Responsible for the effective execution of the Ministry Function of this role as detailed below.
- **As a Team Member on the Central Ministries Team and Real Life Staff Team:** The **Director of Technology and Communications** has a responsibility to collaborate as a team member on their immediate team as well as the entire Real Life Staff Team to accomplish church-wide objectives and goals, in addition to objectives and goals for Technology and Communications. They are responsible for removing obstacles that would hinder collaboration and cooperation across different ministries, and for stewarding the wise use of technology and communication so both serve — rather than distract from — our mission.

Job Summary: *The Director of Technology and Communications provides strategic leadership for Real Life Ministries' technology and communications, ensuring both align with the church's mission, vision, and ministry priorities. This role oversees technology strategy, software, AI governance, website, app, and IT infrastructure, while establishing effective systems for security, prioritization, and technology management. The Director also leads Communications, Graphics, Video & Storytelling, and Social Media, ensuring Real Life Ministries' communication reflects its culture and voice while effectively supporting church-wide ministry initiatives.*

1. Ministry Function (70%)

- **Technology:** Own and execute the church's technology strategy and annual roadmap — covering software, our AI approach, the church website, and the church app — ensuring alignment with Real Life Ministries' mission, vision, and ministry priorities; report progress and recommendations annually to the Sr. Director of Central Ministries and executive leadership.
- Directly responsible for software applications, our AI approach and governance, the church website, and the church app, setting priorities and ensuring quality delivery. Oversee any individual contributors responsible to execute these initiatives.
- Oversee IT and hardware infrastructure through the IT Director, ensuring networks, systems, and equipment are secure, healthy, and available for weekend ministry and daily operations.

- Establish a centralized intake process and a transparent decision-making framework for technology requests, defining approval authority and prioritization across campuses and ministries.
- Evaluate software and technology tools using an objective, repeatable evaluation toolkit — weighing ministry effectiveness, security, user experience, maintainability, and cost.
- Provide governance of the church's data and AI platform: data boundaries, user permissions, and appropriate use, partnering with the IT Director on access standards and security (Rock RMS remains the church's system of record).
- Promote a simplified, well-supported technology environment by reducing redundant tools and standardizing on approved solutions.
- **Communications:** Directly oversee the SME individual contributors leading Communications, Graphics, Video & Storytelling, and Social Media.
- Serve as external media representation for Real Life Ministries and oversee church-wide communication regarding services, events, and ministry initiatives.
- Oversee social media, print, and other non-digital-platform communication channels, ensuring the team's creative work reflects RLM's culture and voice.
- Prepare and administer the Communications budget; establish policies, systems, and procedures for the ministry.
- Conduct or organize staff training on policies and procedures relating to Real Life Ministries Communications.

2. Team Function (15%)

- Directly lead the IT Director and the individual contributors across Technology and Communications — coaching and developing each person while delegating ownership rather than managing their day-to-day tasks.
- Create an intentional plan for the personal and professional growth of each team member; ensure every direct report develops and maintains a Ministry Plan with their supervisor.
- Develop and communicate annual goals, objectives, and strategies for both Technology and Communications in support of the church's mission and vision — defining what “winning” looks like for each team.
- Oversee preparation and execution of budgets for all ministries on the team, and develop clear, kingdom-focused metrics for measuring progress toward annual goals in both areas.
- Meet at least quarterly with direct reports to formally review personal and departmental ministry plans / check-in goals; ensure direct reports do the same with their own teams.
- Listen well, gather input, and make timely, decisive calls — balancing large, complex, multi-team projects with the steady stream of smaller requests, using proven project-management approaches rather than ad hoc firefighting.
- Ensure Real Life Ministries' Organizational Core Values and 7 Ministry Essentials are being lived out on both teams, and that communication and follow-up flow both up (to the Sr. Director of Central Ministries, Executive Team, and Elders) and down to the team.

3. Real Life Staff Relations (15%)

- Actively participate in Real Life Ministries Staff meetings, Central Ministries Team meetings, and cross-ministry planning discussions.
- Meet with individual ministries regarding their technology and communication needs, translating those needs into strategy and priorities alongside the entire Central Ministries Team.

- Interface and collaborate with leaders and staff across ministries and campuses, proactively identifying how Technology and Communications can better support them — no silos.
- When another team member needs to talk, make it a priority and rearrange schedules to accommodate them in a timely manner; participate collaboratively in staff workgroups and cross-team initiatives when appropriate.
- Participate in All-Church functions and global trainings that fall outside this specific Job Description (Unite, Easter, Harvest Fest, Christmas, etc.).

Other Duties as Assigned

- Perform other duties as necessary to meet ministry needs. These duties may require additional hours beyond the standard work schedule. As an exempt employee, no additional compensation or compensatory time will be provided for hours worked in excess of 40 per week.

Personal Ministry Plan

- Responsible for having, and living out, a Personal Ministry Plan.
- Responsible for having intentional discipleship conversations regarding the personal ministries of others on the team, including volunteers.
- Must live out Real Life's Organizational Core Values.
- Value and abide by the expectations of being a member of the church found in our Membership and 301 classes.
- Work with our church congregation in a way that glorifies God through involvement in Weekend Service attendance and a Life Group.
 - In weekend services – oversee volunteer participation (friendliness, recruiting, attendance).
 - Be a visible model for volunteers to follow (friendliness, cooperation, availability).

Qualifications and Required Skills

- Proven technology leadership in a multi-site or multi-department organization, with hands-on fluency in church management systems (Rock RMS strongly preferred) or equivalent operational data platforms.
- Demonstrated ability to evaluate software and technology tools against an objective toolkit — ministry effectiveness, security, user experience, maintainability, and cost — rather than by instinct alone.
- A track record of leading both large, complex, multi-team projects and a high volume of smaller day-to-day requests, using proven project-management approaches.
- A leadership style defined by listening, coaching, and clear, timely decision-making — someone who develops people and delegates ownership rather than micromanaging.
- Strong organizational EQ: able to navigate RLM's culture, build trust across ministries, and lead a Communications team that protects RLM's voice without being its creative expert.
- Strong written and verbal communication skills, sufficient to lead a communications function effectively while remaining primarily technology-focused.
- Growth mindset toward AI and emerging technology; direct hands-on experience welcome, coachable curiosity required.
- Experience leading people, including through organizational change.

Real Life's Core Competencies, as defined in our 3 C's document, necessary to succeed in this role:

Confidentiality: The expectation to be trustworthy with personal details about someone else and only sharing if given permission or for the necessity of their safety.

Problem Solving: The expectation to work through challenges to find effective solutions. This involves being able to identify and define a problem, generate alternative solutions, evaluate ideas, select the best alternative, and then implement to resolve the problem.

Initiative: The expectation to take action and next steps independently of others' instruction for the betterment of the whole.

Consistent Methods: The expectation to have regular and dependable communication in every direction (down to those you lead, up to those that lead you and to the side with peers and teammates) by consistent means (meetings, texts, emails, etc.).

Collaboration: The expectation to have team members and ministries share ideas, knowledge and abilities in order to accomplish a common goal together as an individual ministry and the church as a whole. No silos.

Spiritual Aspects of Job Requirements:

- A heart for God evidenced by proven character and a spiritual-mindedness that understands that "apart from Christ we can do nothing" — abiding in Christ.
- A shepherd's temperament; a servant-leader/mentor attitude and inclination.
- Strong interpersonal skills — able to communicate persuasively and compassionately, both orally and in writing.
- Since we work primarily in teams at Real Life, must understand group dynamics and ensure effective consensus-building and decision-making.
- Personal initiative and diligence, producing follow-through on tasks.
- Solid biblical/theological convictions aligned with Real Life Ministries' Doctrine and Statement of Faith.
- A willingness to grow and adapt to the inevitable changes found in a local church.

Physical Abilities required

- While performing the duties of this Job, the employee is regularly required to sit; use hands and arms to handle, feel and reach. The employee is frequently required to stand and occasionally required to climb or balance; stoop, kneel, or crouch. Must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.

Disclaimer(s)

- The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.
- Volunteering: Real Life Ministries has many volunteer opportunities. As an employee of Real Life Ministries, any time spent during your normal work hours or fulfilling your job description duties for the specific ministry area you are a part of will be considered hours worked and you will be compensated for those hours. If you desire to volunteer in another area of ministry within Real Life Ministries, and it falls outside of your normal working hours, you can do so by filling out an Employee Volunteer Acknowledgement Form and turn it into HR.

Employee Name: _____

Employee Signature: _____ Date: _____