JOB DESCRIPTION

Job Title:	**IT Coordinator**
Reports to:	Chief Operating Officer
Supervises:	N/A
Job Code:	575
FLSA Status:	☐ exempt ☒ non-exempt ☒ full-time ☐ part-time ☐ other
Salary Ranges:	Starting around $56,784

Position Summary:

Provides leadership and coordination in the use of technology and the management of ELCOC technology resources. Installs, modifies, and maintains the ELCOC personal computers and related systems. Installs, upgrades and backs-up software and hardware applications. Troubleshoots software and hardware failures and resolves as appropriate; trains users in resolving routine problems, using new software, and providing advice and guidance as needed. Maintains a high level of confidentiality of all coalition providers, client and/or vendor information.

Essential Job Functions:

Technical/Troubleshooting/Help Desk

- Responsible for performing peripheral installations, software application services, and other affiliated microcomputer (PC or MAC) support.
- Responsible for maintaining and tracking software and hardware inventory.
- Schedules maintenance on equipment.
- Coordinates licensing, repairs, and upgrades within budget requirements.
- Ability to install a variety of software programs in a central server application environment.
- Performs routine maintenance on computer hardware and peripheral equipment.
- Provides recommendations and specifications for acquisition of computer equipment, software, and related resources and equipment.
- Assists with the selection and purchase of equipment and supports materials needed to reach ELCOC goals.
- Obtains bids for equipment and supplies and prepares purchase orders for approved purchases.
- Sets up and optimizes the user's environment (i.e., laptops; desktops; e-mail; login and network access; memory and storage management).
- Diagnoses computer hardware and software problems.
- Installs, maintains, and troubleshoots ELCOC servers and personal computers and provide first-line user support in these areas.
- Ensures functionality of the ELCOC phone system.
- Ensures VPN access, as necessary, to contracted provider and runs reports through VPN.

Training
- Trains, evaluates, and counsels staff in all computer usage.
- Assists staff in adapting technology to fit individual needs.
- Ability to communicate with employees and to train users in computer procedures and systems.
- Reviews current literature on computers and technology and disseminates this information to the staff.

Program Support
- Main point of contact to provide technical support for <u>all training and meeting</u> rooms as needed (this may include evenings and/or weekends).
- Maintains documentation and records on the ELCOC network:
  a. Security policies.
  b. User login information.
  c. Physical layout of the network.
  d. Logical organization of the network.
- Maintains upgrades and repair records.
- Develops and maintains an equipment replacement schedule.
- Establishes and maintain appropriate LAN maintenance procedure.
  o Optimizes placement of equipment.
  o Identifies network drops.
  o Maintains network maps.
- Monitors LAN usage
  o Internet bandwidth
  o Blocked Internet sites
  o Data storage and quotas for users
  o Virus quarantine
- Installs, manages, and monitors performance of network servers.
  o File server(s)
  o Internet filtering server
  o E-mail server
- Establishes and maintains an efficient backup plan and protect backups:
  o Salesforce software
  o Any other Coalition documentation
- Performs system operations and administrative functions on the ELCOC computer facilities.
- Terminates the access and usage of computers once employee has left employment with ELCOC.
- Provides advice and support for Coalition meetings and events as required.

Technology Solutions
- Encourages solutions to promote staff efficiency and reduce reliance on hard copy.

Compliance
- Assures compliance with laws and government regulations regarding use of computers and the Internet.
- Research IP addresses to establish work related internet usage.
- Stays current on the latest industry practices and standards and applies them to the ELCOC as appropriate.
- Create system documentation, user manuals and other technical records required to support IT functions.
- Provides data entry system support as needed.

Administrative Support
- Provide assistance to the reception area as needed.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

Qualifications:
- Experience in networking administration and server operating system
- Microsoft Certified Professional (MCP) Preferred
- Knowledge of Microsoft Office Professional products (Excel, Word, Access, Outlook, Power Point, etc.) including using and installing them in a network environment.
- Formal and practical knowledge and skills related to computer hardware, software, and information system concepts.
- Possess abilities to analyze, configure, install and optimize all desktop computing and peripheral devices and provide follow-up support.
- Technical expertise relating to network hardware, network software and network management software.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Knowledge of basic customer service techniques.
- Ability to work collaboratively and foster teamwork amongst cross-functional teams.
- Ability to establish and maintain effective working relationship with a variety of constituents.
- Ability to identify and solve problems and deal with a variety of variables.
- Strong attention to detail and accuracy.
- Ability to maintain a high level of confidentiality as it relates to provider and/or client information, documents, and other related correspondence.
- Ability to understand and follow oral and written instructions, make arithmetical calculations.
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels.
- Sensitivity to the needs, abilities, beliefs, and attitudes of individuals within and outside the ELCOC, including but not limited to clients and co-workers.

Education and Experience:
- Associates Degree in Business Information Technology (IT) with a minimum of 5 years' experience in a related field, or an equivalent combination of education and experience related to IT or directly related field.
- IT Certifications – CompTIA A+, CompTIA Network+, Microsoft Certified 365 Fundamentals.
- Bilingual – knowledge and ability to communicate in the Spanish language both verbally and in writing preferred.

(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)

Send Cover Letter and Resume to:
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By Mail to:
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