



Job Title	IT Coordinator
Reports To	IT Administrator
Salary	TBD
Closing Date	Until filled

Job Purpose

The IT Coordinator supports the organization’s technology operations, provides frontline technical assistance, and ensures reliable system performance. This role coordinates help-desk tasks, manages hardware and software needs, supports cybersecurity initiatives, and assists with technology projects.

Duties and Responsibilities

- Serve as the primary point of contact for staff technical support requests.
- Troubleshoot and resolve issues related to hardware, software, networks, and user accounts.
- Set up, configure, and maintain laptops, desktops, mobile devices, and peripherals.
- Manage user access, permissions, and system onboarding/offboarding processes.
- Coordinate with external vendors and service providers as needed.
- Assist with system updates, backups, and routine maintenance.
- Support cybersecurity initiatives, including monitoring alerts and training staff.
- Maintain IT inventory and update documentation such as procedures, asset lists, and help guides.
- Assist with the implementation of IT projects, upgrades, and rollouts.

Minimum Qualifications

- Associate degree in Information Technology, Computer Science, or relevant field; equivalent experience considered.
- 1–3 years of IT support or help-desk experience.
- Working knowledge of Windows and/or MacOS environments, networking basics, and Microsoft 365 administration.
- Understanding of cybersecurity best practices.
- Strong troubleshooting, communication, and customer service skills.

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- Ability to prioritize multiple tasks in a fast-paced environment.
- CompTIA A+, Network+, or similar certification preferred.

Working Conditions

Office environment

Physical Requirements

The physical requirements here are representative of those that an employee must meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Human Resources