**United Way of West Florida**

**Position Description**

**Incumbent/Candidate:** Open

**Position/Title:** Part-time Information Technology (IT) Coordinator

**Reports to:** Resource Manager

**Exempt/Non-Exempt:** Non-Exempt

**Pay Rate**: $18.00 an hour

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**General Purpose**:

The IT Coordinator is a key member of the United Way team that works closely with the external IT company to resolve computer and network problems. The IT Coordinator will be a reference point for all 211 employees' IT-related queries at the user level, responding to user needs in a timely manner and ensuring the optimal running of all systems. The IT Coordinator is expected to display good interpersonal skills as they will interact with colleagues from various departments to troubleshoot technology issues.

**Responsibilities:**

* Troubleshoot and resolve computer and network related problems with the assistance of remote IT company.
* Assist with IT-related projects, such as the implementation of new systems or upgrades and maintenance of current systems.
* Maintain asset inventory tracking, check computer equipment in/out to staff.
* Complete regular equipment checks with local and remote staff to ensure equipment is being maintained in good working order.
* Identify technology solutions based on analysis of 211 employees’ support needs.
* Strong and consistent communication with team members.
* Documenting work performed and other technical information for the organization by creating user manuals and guides to assist staff in using IT systems and applications.

**Experience and Skills**

*Ideal candidate will have at least 1 year experience in the following:*

* Ability to diagnose and fix hardware and software issues for both desktops and servers
* Experience installing and troubleshooting problems on WinXP, Windows7, Win2003/2008 Server, Active Directory, Exchange, DNS
* End-User and Help Desk experience in MS Office Suite and other common desktop applications
* Experience in troubleshooting network related issues that can be related to network infrastructure such as switches and routers
* Configuration of TCP/IP settings on network and troubleshooting TCP/IP issues
* Knowledge of IT security best practices
* Strong organizational and coordination abilities with close attention to detail
* Certifications such as A+, MCSE, MCTS, MCITP, CNE, CCNA are a plus but not required

**Physical Requirements:**

* Sit at a workstation for extended periods (4-5 hours).
* Lift 15-20 lbs.

**Key Competencies:**

* Effective communication skills
* Strong interpersonal skills
* Ability to adapt to fluctuating workflow
* Team player