

**Information Technology (IT) Coordinator
Position Description
June 2017**

Overall Responsibility and Scope

The Information Technology Coordinator (ITC) is responsible for maintaining the functionality of all Grace church and school technology, i.e. troubleshooting and resolving matters. The ITC may fulfill this responsibility directly or, depending on the timing and complexity of a maintenance matter, by using Grace's IT, printer/copier, phone and other support service vendors.

This is a part-time position, currently envisioned to be two hours each morning, five weekdays a week. The number and timing of the hours may need to be adjusted if it becomes apparent the responsibilities cannot be fulfilled.

Technology Description

Grace's technology consists of the hard wired and wireless network, a single server, the server back-up hardware, routers, modems, computers, monitors, printers, copiers, telephones, TVs, projectors, DVD players, audio equipment, white boards, iPads, and other associated cords and accessories, as well as all software.

Grace currently utilizes Office 365 and Windows-based computers for email and operations, and maintains a Mac-lab for students. Some staff elect to use Apple/Google email and applications, rather than Office 365.

Necessary Personal Traits

- Concern for quality
- Patience and aptitude for resolving problems
- Satisfaction in helping and teaching others
- Comfort and resourcefulness researching solutions using the internet
- Pleasant personality
- Good organizational and communication skills

Skills and Capabilities

- An interest in technology, and basic familiarity and working knowledge of computers, and Microsoft, Apple and Office applications (e.g., Word, Excel)
- Ability to describe issues to service vendors and follow the service vendors' instructions for resolving issues
- Deep knowledge of networks and operating systems *not* necessary

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Specific Duties

The ITC's typical tasks include:

- Addressing church and school staff trouble tickets
- Communicating with service vendors by phone and coordinating on-site visits
- Setting up and testing equipment for meetings, presentations and other events
- Repairing (minor) defective equipment or contacting service vendors
- Updating/installing routine software
- Administrating and maintaining mobile devices
- Keeping inventory records of technology equipment and their locations
- Administering and maintaining Office 365, including email
- Administering the network server active directory
- Monitoring IT hardware and software news and making upgrade recommendations
- Assisting in preparing the annual IT software and equipment budget
- Assisting with identifying the best suppliers and ordering software and equipment

The ITC's responsibilities do *not* include:

- Resolving complex issues arising during any of the typical tasks
- Resolving issues at the network, wireless and server levels
- Programming

Organizational

The ITC supports all church and school staff and is supervised by the Director of Administration and Finance