



# Information Technology Coordinator Functional Job Description

FLSA Status: Hourly, non-exempt  
Reports to: Director of Human Resources

## Nature of Work

The Information Technology (IT) Coordinator, under the director of the Director of Human Resources, acts as the primary contact for all IT related services and support for Regina Coeli Child Development Center (RCCDC). The IT Coordinator facilitates communication between RCCDC staff and external IT service vendors, as well as escalates service requests that may require additional resources. The IT Coordinator is responsible for and acts as the primary contact for all on-site technology related equipment and provides inventory management, service, and quality control.

## Education

High school diploma or GED with some information technology (IT) or information services (IS) related coursework at an accredited institution such as a vocational, trade, university program.

## Experience

Experience diagnosing, troubleshooting, and supporting basic office technology and resolving hardware and software related issues at an intermediate level. Experience providing related technical support for a multi-site agency is preferred but not required.

## Essential Functions

- Act as the primary point of contact for RCCDC staff to report IT related issues, complete work orders, and provide timely service through effective communication and troubleshooting.
- Partner with external vendors and act as the primary point of contact for all technology related needs.
- Provide both on-site and remote service to each RCCDC center by telephone, email, direct communication, and on-site visits to the centers, as needed.
- Manage all IT related equipment through effective inventory management and equipment maintenance.
- Assist with user access requests, setup new user and email accounts, troubleshoot access security issues, and communicate access related issues to the appropriate vendor.
- Work with ISP and telephone carrier to resolve network and service outages and communicate service interruptions to affected centers.
- Manage basic software updates, installations, access requests, troubleshoot issues, and communicate other software related needs to the appropriate systems administrator or vendor.
- Manages the RCCDC website assuring that all information is current and up-to-date, as well as communicate changes and troubleshoot issues.
- Complete scheduled equipment maintenance and follow-up Provide oversight and follow-up with relevant staff, includes site visits and equipment audits to ensure equipment is in good working order and recommend upgrades, maintenance, and replacement, as needed.
- Maintain user guides, equipment documentation, and other important hardware and software related information.
- Provide assistance and training to staff for new and current hardware and software.
- Other duties as assigned.

## APPROVALS:

**POLICY COUNCIL APPROVAL: PENDING**  
**BOARD APPROVAL: PENDING**

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Director of Human Resources Signature

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Date

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Employee's Signature

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Date