

Gleaners Community Food Bank Job Description

Job Title: Information Technology Coordinator
Reports To: Information Technology Manager
FLSA Status: Non-exempt
Department: Finance/IT
Last Update: August 2020

The Information Technology Coordinator is responsible for various managed IT support related to onboarding and ongoing technical maintenance and trouble-shooting support.

Essential Duties and Responsibilities

1. Performs help desk duties for team members experiencing IT problems.
2. Routinely uses computer and network knowledge to trouble shoot and find the best solution.
3. Responds to team members with an analysis of their needs through qualifying questions over the phone and may use remote applications to diagnose the needs.
4. Works with other IT staff to solve team member IT issues.
5. Consistently reviews and prioritizes tickets and workload
6. Documents calls and resolutions to ensure continuity throughout the team
7. Encourages and builds positive relationships and communicates effectively with all co-workers, outside customers and possibly vendors.
8. Interact with various consultants while troubleshooting help desk problems.
9. Performs routine tasks including, but not limited to: changing back up tapes, deleting camera records, uploading pictures to the on-line web ordering system and updating projector laptops with software updates, etc.
10. Builds and re-builds workstations as needed.
11. Maintains hardware and software databases and files.
12. Assumes the role of the phone system administrator
13. Provides geographic information systems support to staff.
14. Provides routine backup server support
15. Demonstrate and support the Gleaners mission, vision and values throughout all professional responsibilities and activities
16. Other duties as assigned.

Scope of Position

Budgetary Responsibility:	None
Personnel Responsibility:	None
Access to Confidential Info:	High
Supervisory responsibility:	None
Customer Contact:	Donors: Moderate Volunteers: Moderate Partner Agencies: high Outside Vendors: Low

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

- This role requires knowledge in desktop, software, networking, server, and firewall issues.
- Bachelor's degree or related experience in Computer Information Systems/MIS or other business related field.
- A+ certification, Network and Security certification (required within 6 months of hire)
- Previous experience working in the IT field preferred
- Strong problem solving skills
- Experience with Networking and Servers is a huge plus
- Must possess solid analytical, communication and technology skills
- Ability to multi-task with a strong attention to detail
- Must maintain confidentiality of information
- Excellent organizational and customer service skills
- Must be a self-motivated individual with a willingness to work well with others on a regular basis
- Knowledge of Microsoft Word, Microsoft Excel, Navision Financials, Primarius, Loftware Labeling, Paychex Preview, Paint Shop Pro, Adobe Illustrator, Microsoft PowerPoint, Publisher, geographic information systems software, Adobe Pro, Omni, Convio, HTML, FTP Access Commander, on-line ordering interfaces, Microsoft Project, Visio, Raisers Edge, Microsoft Access, Microsoft Outlook and Crystal Reports.

Language Ability

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands

The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to use hands and talk or hear. The employee is frequently required to sit; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand; walk and climb or balance.