



Title: IT Support Coordinator

Date: May 24, 2017

Reports to: Staff Support Manager

Salary: \$16-18 per hour DOE

Location: Durango CO, Tucson AZ, Flagstaff AZ or Beckley WV

Status: Part Time, Non-Exempt, Regular

Benefit Eligible: None

Summary:

The Information Technology Support Coordinator is a part-time position estimated to be about 20 hours per week. The IT Support Coordinator will manage the organizations IT systems and provide assistance and support to staff on system use. This person will manage user accounts, administration dashboards, and maintenance of these systems. They will also provide phone, Skype or in-person assistance to staff on the use of software and IT systems as needed.

Essential Responsibilities and Functions:

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- Help all staff with software questions and issues (Office suite and Adobe). Assist staff with hardware issues as able (may need local provider)
- Create and manage users and groups in Office 365
- Manage permissions in SharePoint
- Provide Office 365 and SharePoint expertise and support, look for ways to make it work more effectively for staff needs
- Set up and administratively manage endpoint protection across organization
- Manage transition from current remote IT support provider
- Manage administrative accounts for other technology systems (GoTo meeting, Uberconference, etc.)
- Management of current discounted software accounts and research of additional discounted software distributors.
- Become key contact for CiviCore database user needs, including user accounts, and liaison with developer for upgrades and issues (partner with key program and admin staff to assess needs and functionality)
- Look for and anticipate technology based solutions for needs
- Develop trainings and tips sheets for software and data system use. Be proactive in building skills amongst staff. Develop regional/program based super-users as basis for support and training
- Create protocol for ensuring users update computer software and protection
- Assist with computer hardware and software selection (remains with program to do the ordering). Assist with new computer setup when possible. Assist with management of discounted software provider accounts.
- Manage cell phone accounts and ordering for the organization
- Assist with mobile technologies through smart phones as appropriate

Physical Requirements:

To successfully perform essential functions the IT Support Coordinator is required to sit, stand, walk, speak and hear. The IT Support Coordinator may be required to climb, balance, stoop,

kneel, crouch or crawl on an infrequent basis. He/she must be able to operate office equipment, telephone, and computer and reach with hands and arms. The ability to drive a Conservation Legacy vehicle is also required. Travel may be required. Reasonable accommodations may be made for qualified individuals with disabilities to perform the essential functions.

Qualifications:

- Experience with Office 365 and SharePoint (or other cloud based user systems), preferably at the admin level
- Very knowledgeable with Office suite software
- Experience with customized database systems and familiar with effective structure and interplay of data
- Skilled at extracting data from systems across multiple dimensions
- Very customer focused with strong communication skills, especially through email and phone conversations
- Experience with developing and delivering trainings, especially remotely or through webinar
- Proven record at anticipating technology/information system needs and developing effective, easy to use solutions.
- Outstanding organizational and time management skills, and ability to prioritize
- Self-motivated, decisive and able to work independently
- Flexible, adaptable and capable of working in a fluid, changing environment
- Valid driver's license, insurable driving record and acceptable criminal history check

To Apply: Please send a cover letter and resume to drew@conservationlegacy.org

Open until filled.