

Staff Position Description

MISSION: FOSTERING CONSERVATION SERVICE IN SUPPORT OF COMMUNITIES AND ECOSYSTEMS

VISION: A LEGACY OF HEALTHY LANDS, AIR AND WATER; THRIVING PEOPLE AND RESILIENT COMMUNITIES

Title: IT Service Coordinator

Date: October 2021

Reports to: COO

Starting Salary: Group C \$19-24 per hour DOE

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

Status: *Full-Time, Non-Exempt*

Benefit Eligible: Full Health, Vision, Dental, Long-Term Disability, Retirement, Paid Time Off *per Personnel Policies*

Program Summary:

Conservation Legacy is a nationwide non-profit. The organization's programs engage participants on diverse conservation and community service projects. These projects provide opportunities for personal and professional development and meet the high priority needs of public land managers and community partners. Through the mission of engaging future leaders who protect, restore and enhance our nation's lands through community-based service, Conservation Legacy works toward a legacy of healthy lands, air and water; thriving people and resilient communities.

Position Summary:

The Information Technology Service Coordinator is a fulltime position. This position will support staff primarily over the phone or via video in the following areas: general IT request support and issue resolution, hardware and software support and troubleshooting, ticket management and resolution, user administration, procuring and configuring new equipment, systems administration, process and procedures, change management, user training and assistance.

Essential Responsibilities and Functions:

IT Support

- Set up and administratively manage endpoint protection across organization and make electronic security a priority
- Provide Office 365 and SharePoint expertise and support, look for ways to make it work more effectively for staff needs, including Microsoft Teams
- Assist with mobile technologies through smart phones as appropriate
- Look for and anticipate technology-based solutions for needs
- Work directly with a contracted IT support service when escalation of tickets is necessary
- Work directly with a contracted IT support service to ensure all back-end security is in place and up to date
- Create protocol for ensuring users update computer software and protection
- Help all staff with software questions and issues (Office suite and others). Assist staff with hardware issues as able (may need local provider)
- 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

Procurement and Account Management

- Create and manage system for computer and equipment procurement. Assist with new computer configuration
Manage cell phone accounts and ordering for the organization
- Administer Office 365 system, keeping up to date on all upgrades and needed maintenance items.
- Create and manage users and groups in Office 365, including appropriate permission profiles in all systems

Other Duties

- Successfully engages, leads and supports an inclusive work environment for those of underrepresented populations within the organization and the communities we serve.
- Leads and/or participates in organizational-wide teams, projects and initiatives that support the work of the Strategic Plans goals.

Physical Requirements:

- Periodic overnight travel and non-traditional work hours, inclusive of weekend and evening hours. To successfully perform essential functions this position is required to sit, stand, walk, speak and hear. This position may be required to climb, balance, stoop, kneel, crouch or crawl on an infrequent basis. They must be able to operate office equipment, telephone, and computer. The ability to drive an organizational vehicle is also required. Reasonable accommodations may be made for qualified individuals with disabilities to perform the essential functions.

Minimum Qualifications:

- Exhibits the ability to effectively work on diverse teams or with a variety of populations, including those underrepresented at our organization and those of BIPOC communities.
- Experience with Office 365 and SharePoint (or other cloud-based usersystems), preferably at the admin and enterprise level
- Experience with various user-based technology systems such as mobile devices and cloud based software
- Experience with developing and delivering trainings, especially remotely or through webinar
- Flexibility, adaptability, and capacity to work in a fluid, changing workenvironment.
- The ability to carry out assigned work independently or with minimal supervision.
- The ability to communicate effectively, manage complexity cultivate innovation, drive and influence results of oneself and others.
- Ability to work well with others and to seek assistance when needed to carry out assignments.
- Familiarity with Microsoft Office programs and applications, or similar platforms.
- Ability to keep others, in remote locations, accountable to expectations.
- Must be able to pass the organization's criminal history background check requirements.
- Full vaccination against COVID-19 by the first day of employment and ability to provide proof of vaccination before starting.

Preferred Qualifications:

- Training in technology support and/or 2 years of related experience.
- Experience with software administration and management

Updated March 2021

David Critton

To Apply: Send Cover letter and resume to Jennifer Erickson
jrickson@conservationlegacy.org Subject line in this email must include “Applicant for IT
Service Coordinator Position”.

Cover Letter must include a response to the following question: Provide some examples of your experience working effectively with diverse communities, including those specific to the BIPOC community & other underrepresented populations, in personal or professional context.

Conservation Legacy is an equal opportunity employer. We are committed to hiring a breadth of diverse professionals and encourage members of diverse groups to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.