



POSITION DESCRIPTION

Title: IT Support Coordinator
Reports to: Project Director
Status: **Non-exempt** Fulltime
Benefits: Full as per Personnel Policies

Date: August 2020
Starting Salary: Group C - \$19-22 per hour DOE
Location: Durango CO, Tucson AZ, Flagstaff AZ
Chattanooga TN or Beckley WV

Summary:

The Information Technology Support Coordinator is a fulltime position that will manage the organization's IT systems and provide assistance and support to staff on system use. This person will manage user accounts, administration dashboards, security and maintenance of these systems as well as procuring and configuring new equipment. They will also provide virtual or in-person assistance to staff on the use of software and IT systems as needed.

Essential Accountabilities and Functions:

- Create and manage users and groups in Office 365, including appropriate permission profiles in all systems
- Set up and administratively manage endpoint protection across organization and make electronic security a priority
- Administer Office 365 system, keeping up to date on all upgrades and needed maintenance items.
- Provide Office 365 and SharePoint expertise and support, look for ways to make it work more effectively for staff needs, including Microsoft Teams
- Create and manage system for computer and equipment procurement. Assist with new computer configuration
- Manage cell phone accounts and ordering for the organization
- Assist with mobile technologies through smart phones as appropriate
- Look for and anticipate technology-based solutions for needs
- Create protocol for ensuring users update computer software and protection
- Help all staff with software questions and issues (Office suite and Adobe). 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

Physical requirements:

Periodic overnight travel and non-traditional work hours, inclusive of weekend and evening hours. 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. The IT Support Coordinator may be required to lift up to 50 pounds unassisted. 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.**

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 user systems), preferably at the admin and enterprise level
- Very knowledgeable with Office suite software
- Experience with various user-based technology systems such as mobile devices and Saas systems
- 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 and an insurable driving record.
- Must be able to pass Conservation Legacy's criminal history check requirement(s).

To Apply: Please send a cover letter and resume to David Critton, david@conservationlegacy.org. Open until filled. Cover Letter must include a response to following question:

Provide some examples of your experience in working effectively with diverse teams or a variety of populations, including those specific to the BIPOC community.

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.