

## POSITION DESCRIPTION

### IT Coordinator

Organizational Unit	Information Technology
Program/Project	-
Supervisor	Director of IT
Hours/Week	35 (full-time)
Weeks/Year	52
Appointment Term	24 months, with option for additional 12 months
FTE (Calculated)	1.00
FLSA Status	Exempt
Date	April 6, 2023

---

### Job Summary

Reporting to the IT Director, the **IT Coordinator** supports the adoption of technology among FCI staff and members of the Five College Consortium. The incumbent identifies technology needs and then researches, designs, and implements solutions to address them. In this role, the IT Coordinator maps business processes and coordinates IT projects and initiatives. Other key responsibilities include: overseeing projects, handling upgrades, installing hardware and software, and providing training and assistance.

### Importance of Diversity to our Educational Mission

Five Colleges, Incorporated and its five associated institutions (Amherst, Hampshire, Mount Holyoke and Smith Colleges and the University of Massachusetts Amherst) are committed to supporting and sustaining a diversity of people, backgrounds, experiences, ideas and points of view for the essential contribution this diversity makes to educational missions of our organizations. In support of this commitment Five Colleges requires all of its employees to work cooperatively and effectively with the diversity of people at the colleges (students, faculty members, other employees) and within the organization itself.

### Duties

- Work closely with the Director of IT, the FCI IT Team, and Five College staff to support effective technology usage in the workplace and across campuses
- Help onboard and mentor new FCI IT staff
- Manage asset inventory, capture and assess technology needs, and assist IT Director in administering software
- Provide staff education and training through written guides, presentations, workshops, and other means
- Lead or contribute to IT projects, as assigned by the IT Director
- Attend and contribute to meetings and committees as assigned, serving as FCI support liaison and/or minute taker as needed

- Help design and implement new business processes and workflows; help identify and supplement documentation for existing business processes and workflows
- Manage FCI's help desk
  - Track, resolve, and document user issues
  - Manage the escalation of tickets as required
  - Serve as liaison between FCI IT and host campus technology teams as required to successfully resolve tickets
- Serve as a liaison between IT, other FCI units (particularly operations, academic programs, and business services), and external groups
- Engage in ongoing professional development, including:
  - Stay up to date with current technologies common in higher education
  - Research and learn new solutions, such as no code/low code tools
  - Stay up to date with current business process mapping strategies
- Assist the IT Director in the business and administrative operations of a successful technology department
- Serve as the FCI IT point of contact if IT Director is unavailable
- Other duties as assigned by the IT Director or Executive Director

### **Minimum Qualifications**

- Education or experience in related areas, such as computer science, engineering, project management, and communication
- Working knowledge of relevant technological tools (examples include programming languages, databases, servers, operating systems, networks, content management systems, and web 2.0 technologies)
- Demonstrated ability to manage multiple tasks and projects effectively
- Clear and effective communication
- Strong critical thinking, organizational, and problem-solving skills
- Capacity to learn and adopt technologies, and to help others do the same
- Ability to work productively with people with varying technological aptitudes
- Experience contributing to and participating in team projects
- Capacity to meet (with or without accommodation) the physical expectations of the position, which include: ability to comprehend written and verbal communication; ability to communicate effectively in person, by telephone, by videoconference, and via email; ability to evaluate printed materials and technical issues as presented on-screen; and ability to lift, carry, and install up to 25 lbs. of computer equipment
- Ability to pass a post-offer background check
- Ability to comply with Five Colleges, Incorporated's COVID-19 vaccination policy, or to qualify for an exemption

### **Preferred Qualifications**

- Experience working in non-profit organizations, preferably higher education settings
- Familiarity with the Member institutions of the Five College Consortium