

## Highland Rim Economic Corporation

<b>Title:</b> IT Coordinator	<b>Reports to:</b> Operations Manager
<b>Status:</b> Non-Exempt	<b>Department:</b> Head Start
<b>Skill Level:</b> 3	<b>Pay Grade:</b> 403
<b>Location of Work:</b> Head Start Central Office, Houston County	

### **Description:**

The IT Coordinator is responsible for servicing and maintaining agency technology. The IT Coordinator ensures the provisioning of high quality comprehensive Early Childhood services by effectively planning for, and maintaining quality equipment and materials in regards to technical tools.

### **Responsibilities:**

- Adheres to all agency operational Policies and Procedures and written plans in accordance with Federal Performance Standards and state and local guidelines
- Respects and maintains confidentiality and privacy of all records and information of staff, children, and families
- Reports suspected child abuse or neglect as required by law in accordance with agency policy and procedures and state guidelines
- **Responsible for assisting the agency in achieving the Non-Federal Share In-Kind match, as required by the Office of Head Start**
- Maintains and ensures monitoring of technical equipment in regards to ink usage, replacement needs of equipment
- Serves as the Systems Administrator for the Head Start Central Office Network
- Responsible for troubleshooting, maintaining and installing software, computer hardware, servers, audio/video equipment, network equipment, peripherals, and communications systems. Assists employees with computer and peripherals related problems
- Maintains agency website
- Responds to help desk questions and provides training and technical assistance to a variety of users within the program
- Responsible for setting up new users on the system and removing users as employment ends
- Assists in the installation of network and telephone cabling
- Assists in the setup of training aids as needed
- Performs troubleshooting, identification, maintenance, and repair on networks, hardware, and related peripherals and devices
- **Conducts monitoring and maintenance on all systems regularly**
- Participates in required training and meetings
- Schedules and provides all updates to the network system software and various other application programs
- Initiate and monitor network back-up procedures
- Ensure continual network stability, security, and reliability by maintaining the local area wide network hardware, and software

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- Perform email, database and network administration duties
- Input data into software programs and assists with reports when necessary
- Assist with front desk operations
- Capacity and empathy to work with a diverse population, low-income families and children including those with disabilities
- Seeks and Procures grant opportunities for technology
- Checks sex offender/child abuse registry monthly of staff, parents, emergency child pick-up list, and volunteers
- Ensures and maintains workspace is kept cleaned and organized

### **Qualifications/Requirements:**

- AA Degree in Computer Science and certifications training
- Ongoing technical training in the area of computer hardware and operating systems
- Possession of a valid Tennessee Driver's License and maintain a vehicle liability insurance policy
- Periodic physical examinations and tuberculin test upon employment are required
- Incumbents are subject to a criminal background check and must pass pre-employment/random drug screenings
- Prefer bilingual (English/Spanish)

### **Knowledge or skills:**

- Excellent hardware and software troubleshooting skills
- Ability to learn and adapt to new technologies and software
- Strong Knowledge of network infrastructure, Microsoft's operating systems
- Strong Computer skills, including a working knowledge of Microsoft's word processing, spreadsheet, internet, and email software
- Ability to analyze information and statistics and write summary reports
- Ability to communicate and train effectively with a variety of backgrounds, including novices, in the operation of network computer systems
- Simultaneously handle multiple projects, which require solution research and implementation
- Ability to learn and adapt to new technologies and software
- Ability to exercise independent judgment to adapt or modify methods and standards to meet variations in assignee objectives
- Organizational, decision-making and multi-tasking skills
- Proficient in written and verbal communication
- Interpersonal skills and the ability to work as a team member
- Adheres to professional ethics and standards
- Ability to focus on both content area and management level issues

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### **Physical Requirements:**

This position requires incumbent to walk, sit, use hands, and fingers to handle or feel objects, tools or controls; reach with hands and arms; and talk and hear. Daily required to stand, climb, balance and stoop, kneel, crouch or crawl. Incumbent is required to regularly lift and or move up to (50) fifty pounds. Specific vision abilities required include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Travel up to 25-50%.

*The required physical demands described above are not all inclusive in describing the demands that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*This job description is not intended to be all-inclusive; employees may perform other related duties as negotiated to meet the need of the organization.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_