# Position Description: IT Coordinator

**HOURS:** Full-time (40 hours, may vary depending upon the needs of the Church/School), Exempt

**SALARY:** Based on experience

**REPORTS TO:** Business Manager

Job Summary

This staff position is responsible for IT support and coordination, providing technological assistance for various systems and peripherals at Timothy Lutheran School & Church. Responsibilities include maintaining computer equipment, for school and church and ensuring seamless technological operations across the ministry.

The ideal candidate must demonstrate a positive attitude, effectively manage time-sensitive information, and prioritize meeting deadlines. Strong communication skills are essential for collaboration within a team ministry. Proficiency in Microsoft products (Outlook, Word, PowerPoint, and Publisher) and Adobe (Acrobat Pro). The candidate must also uphold confidentiality and exhibit thoughtful consideration for individuals seeking ministry through the Timothy Lutheran Church.

**Position Overview**

This position is responsible for:

- Supporting staff, teachers, and students in the effective use of digital tools
- Managing the church's and school's technology infrastructure

**Key Responsibilities**

- **Technology Integration & Support**
    - Collaborate with staff and teachers to integrate technology into ministry work
    - Provide hardware and software training and support for staff, teachers, and students
    - Troubleshoot hardware and software issues for staff, teachers, and students.
    - Maintain documentation of technology requests, incidents, and resolutions

- **Infrastructure Management**

- Oversee the maintenance and upgrades of computer hardware and software which include but is not limited to: desktops, laptops, Chromebooks, servers, networks, displays, printers, operating systems, phones and productivity tools
- Manage inventory of physical hardware and software licenses
- Ensure cybersecurity protocols and data privacy compliance
- Coordinate with the business manager and vendors for procurement and support
- Monitor and report on technology-related budgets and expenditures

**Qualifications**

- Help desk and/or desktop support experience
- Strong knowledge of Windows operating systems and Microsoft Office. Plus: Chromebook management and troubleshooting experience.
- Familiarity with wired & wireless network systems, device management, VoIP phone systems, security systems, and cybersecurity best practices.
- Excellent communication, organizational, and problem-solving skills

This job description reflects management's assignment of essential functions and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time.