



Job Description

IT Coordinator

Job Profile: IT & Data Support Coordinator

Job Title: IT Coordinator

Department/Program:

Reports to: Executive Director

Job Details: Full-Time, Non-Exempt,
Hourly Permanent

Scheduled Hours: at least 35 hours
weekly

Benefits Eligibility: Full Time

Starting Compensation: \$22 an hour

EEO-1 Component 1 Job Category:

Professionals

SOC Code:

Six-Level SOC Job Code:

FourDigit Census Code:

Grant Funding: N/A

Grant Sunset Date: N/A

Pre-hire, Onboarding, Ongoing Requirements

- Insurability Under ELF's vehicle insurance policy and/or approved exemption
- COVID vaccination and/or approved exemption
- Mandated Reporter Training (as applicable)
- Sexual Harassment Prevention & Response Training
- Tuberculosis (TB) test clearance provided by either skin, blood, or chest X-ray (as applicable)
- New hire orientation & I-9 document verification
- Background Check clearance and/or approved exemption
- Additional training & documentation as required
- Bi-Lingual & Bi-Literacy Assessments for language requirements as implemented

Job Summary

The IT Coordinator supports employees and clients by ensuring that systems and technologies function to support program service needs. They provide oversight of digital file storage and security in collaboration with department leaders. They provide technical support to staff using job-related software such as Cerenade, Donor Perfect, Paycom, Adobe, and Google Workspace. They work collaboratively with direct and indirect service staff to support reporting needs for internal and external stakeholders.

Knowledge, Skills, and Experience:

- High school diploma or GED
- US work authorization
- Valid driver's license and reliable transportation
- English/Spanish bilingual & bi-literate preferred.
- Ability to work with people of differing abilities, backgrounds, and language needs.
- Proven ability to prevent, respond to, and solve problems independently.
- Ability to perform technical, administrative, and user support using MAC and PC operating systems.
- 2 years or more of work experience in customer service, IT, computer support, etc.
- Demonstrated proficiency with relevant SaaS products such as Cerenade, Donor Perfect, Paycom, Adobe, and Google Workspace.

Duties/Responsibilities

1. **Technical Support:** Respond promptly to technical support requests from staff to ensure minimal disruption to daily operations.
2. **User Communication:** Maintain consistent communication with users by providing updates on support tickets and ongoing issues.
3. **Training:** Deliver training for new and current employees on organization-wide software systems and technology tools.
4. **Device Management:** Manage the inventory, maintenance, and performance of electronic devices, including tracking, repairs, warranties, and insurance.
5. **Systems Administration:** Oversee and maintain software systems such as Cerenade, Quickbase, Egnyte, DonorPerfect, and Google Workspace, ensuring accuracy, functionality, and access control.
6. **Vendor Coordination:** Collaborate with IT and service vendors to manage internet, phone, cable, and related services, ensuring high-quality vendor performance.
7. **Software Licensing:** Administer software subscriptions and licenses (e.g., Google, Zoom, Adobe), ensuring cost allocations are tracked and renewals are completed on time.
8. **Reporting & Analytics:** Assist with data analysis and reporting for grants and internal use, including weekly statistical reports.
9. **Equipment Procurement:** Purchase, assign, and install tracking software on new tech equipment; coordinate with leadership on equipment replacement and disposal.
10. **Operations Backup:** Provide support for facilities, vehicles, and other operational needs on an as-needed basis.
11. **Compliance & Privacy:** Ensure confidentiality of sensitive information and maintain compliance with HIPAA and other regulations.
12. **Organizational Engagement:** Participate in quality improvement initiatives, safety programs, and occasional evening/weekend or travel-based activities as required.
13. **Participate in a Culture of Advocacy** – work collectively with other employees and staff to cultivate a service environment that supports and advocates for people from all backgrounds, including people facing systemic discrimination or oppression such as immigrants regardless of national origin, the LGBTQIA+ community, minorities, disabled persons, victims of hate/crime, etc.

Work Environment, Conditions & Requirements:

Work generally takes place within an office environment. Air quality is good, with typically adequate lighting at desks/workstations. Occasionally, they will be expected to perform work duties in outdoor spaces during events or services related to outreach, walk-ins, high-demand service days, etc.

Noise conditions are moderate and limited to self and others on telephone calls and general interactions with coworkers and the public.

When performing most job duties, they will work in a private or shared office space with a designated workspace

At times, they may be required to provide coverage or support in shared working environments.

Works independently on day-to-day tasks and works collaboratively alongside other staff, volunteers, contractors, or interns as needed.

Some travel may be required to pick up equipment, attend training, etc.

Schedule – Typical work hours will be between 8–5 PM, with events on evenings and weekends as needed.

Physical Requirements

able to hear staff on the phone and those served in person and speak clearly to communicate information to patients and staff.

able to read memos, computer screens, personnel forms, and clinical and administrative documents.

able to use fingers and hands to type on a keyboard or phone, print or scan documents, etc.

able to sit or stand at a desk for extended periods

Work Environment Accommodation Request

You can request a worksite accommodation to support a personal or medical need. Please note that any listed work environment accommodation request will undergo an interactive process that involves you (as the employee) and ELF leadership in determining a workable solution. If necessary, ELF will request documentation supporting your personal or medical needs.

[Accommodation Request Form](#)

Employee Acknowledgement

I have received a copy of my job description and have read and understood the job requirements, responsibilities, and expectations outlined in this job description. I attest that I can perform the essential job functions as outlined:

With reasonable accommodations, I've submitted an accommodation request form above and would like to participate in an interactive process with ELF's HR department.
without any accommodations required

Employee Signature:

Date: