Hispanic Unity of Florida
Job Description

Job Title: IT Coordinator
Reports To: Director of Operations
Classification: Exempt Full-Time Employee
Schedule: Mondays through Fridays (8am-5pm)
Some evenings and weekends may be required
Dated Released: March 2023

Summary:

The IT coordinator will provide support in the management and execution of the Information Technology infrastructure of the agency, to guarantee efficiency and effectiveness within all areas of the organization. This position will serve as a liaison with the agency’s external IT vendors and VOIP phone system vendor, coordinate and approve IT related purchases, and manage the agency’s equipment inventory, among others. The IT Coordinator will support the operations area to identify, schedule and track agency-wide training needs, and different technology and office equipment related tasks. This position requires strong organizational, time management and communication skills to ensure that IT operations at all HUF facilities are running smoothly and efficiently under the supervision of the Director of Operations.

Essential Duties

Work closely with the Director of Operations in all aspects of IT management including:

- Technology & Office Equipment – Support the operations area as a liaison with the external IT vendor and VoIP phone system vendor.
- Participate in bi-weekly calls with IT vendor – share information on upcoming projects, ongoing issues and/or special projects.
- Participate on VoIP phone system vendor - support calls and assist internal senior team members in specific needs.
- Managing and maintaining agency's technological equipment, such as computers, tablets, printers, monitors, smartphones, etc.
- Order all new equipment requested across programs. Coordinate all IT purchases with Program Leads to ensure compliance with pre-approved IT equipment, proper set-up of equipment and track and inventory the equipment.
- Ensure that company devices interconnect with file servers, email servers, and financial systems seamlessly.
- Installing, upgrading, and managing software and hardware on company devices.
- Maintain inventory of all agency’s electronic assets and manage software licensing. Coordinate technology asset management tracking of all office computer equipment including desktops, laptops, printers, screens, and keyboards.
- Coordinate the technological setup of new staff members.
- Provide staff with training on how to use hardware, software, and cloud-based services.
- Technology Training – Work with the Operations Director and IT Vendor to identify, schedule and track agency-wide training needs as well as specific department or sub-group IT training needs/knowledge gaps.
Create instructions for program installation sequences as needed.
Work with Director of Operations on IT budget and purchase order tracking.
Assist the Director of Operations with enforcement of IT management guidelines and procedures.
Support all IT Consultant requests and trouble tickets from HUF staff.
Review all monthly IT billings from IT Consultant.
Analyze and decommission equipment when needed.
Coordinate all IT specials projects.
Maintain HUF’s IT library and resources.
Participates in department and agency events as needed.
Performs other duties as assigned by Director of Operations.

Qualifications:
Bachelor's degree in information technology, computer technology, or a similar field.
At least three years’ experience as an IT coordinator or related role. Expertise in IT tools and concepts, such as operating systems and internet protocol suites. Computer proficiency (specifically with Excel) and the ability to work independently. Ability to travel with possession of a valid driver license and insurance policy. Bilingual – English/Spanish a plus.

Skills:
• Excellent written and verbal communication skills.
• Strong organizational skills and attention to detail.
• Strong troubleshooting, analytical, and critical thinking skills.
• Ability to think and work independently as well as part of a team.
• Strong interpersonal skills.
• Ability to work within strict time constraints and manage multiple tasks at the same time.
• Proficiency in spreadsheets and databases.

Additional Requirements:
• Possession of a valid Florida Driver’s License and insurance.
• Some weekends and evenings.
• Ability to pass a level 2 background check.
• Independent travel and reliable means of transportation.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and understand my responsibilities.

Employee___________________________
Print name

Employee ___________________________ Date: ______________
Signature

Manager ____________________________
Print name
"This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice."

Created: December 2022