Technology Coordinator (TC)
Position Description
(June 2019)

Overall Responsibility and Scope

The Technology Coordinator (TC) is responsible for managing the technological environment at Grace church and school. In addition to maintaining the day-to-day functionality of technological devices (with outside vendor assistance), the TC is called upon to facilitate the acquisition and installation of new devices and services in partnership with various organizational stakeholders.

The TC may fulfill this responsibility directly or, depending on the timing and complexity of a maintenance matter, by using Grace's IT, printer/copier, phone and other support service vendors.

This is a year-round, part-time position, currently envisioned to average two hours Monday-Friday. The number of hours may vary when school is not in session and when new technology is being researched and installed.

Technology Description

Grace's technology consists of the hard-wired and wireless network, a single server, the server back-up hardware, routers, modems, computers, monitors, printers, copiers, telephones, iPads, and other associated cords and accessories, as well as all software.

Grace currently utilizes Office 365 and Windows-based computers for email and operations. Some staff elect to use Apple/Google email and applications, rather than Office 365, so having or gaining some familiarity with other platforms will be useful.

Necessary Personal Traits

- Concern for quality
- Patience and aptitude for resolving problems
- Satisfaction in helping and teaching others
- Comfort and resourcefulness researching solutions using the internet and using contracted service vendors
- Pleasant personality
- Good organizational and communication skills

Skills and Capabilities

- An interest in technology, and basic familiarity and working knowledge of computers, Microsoft, Apple and Office applications (e.g., Word, Excel)
- Ability to describe issues to service vendors and follow the service vendors' instructions for resolving issues
- Deep knowledge of networks and operating systems *not* necessary

<u>Specific Duties</u>

The TC's typical tasks include helping our outside IT vendor with:

- Addressing church and school staff with trouble tickets
- Training users about hardware and software functionality
- Assisting the Audio-Visual Coordinator when an AV matter involves use of computer hardware and software
- Communicating with service vendors by phone and coordinating on-site visits
- Setting up and testing equipment
- Repairing (minor) defective equipment or contacting service vendors
- Acquiring and installing new technology equipment
- Updating/installing routine software
- Administrating and maintaining mobile devices
- Keeping inventory records of technology equipment and their locations
- Administering and maintaining Office 365, including email
- Administering the network server active directory
- Monitoring IT hardware and software news and making upgrade recommendations
- Assisting in preparing the annual IT software and equipment budget
- Assisting with identifying the best suppliers and ordering software and equipment
- Building templates to assist in data analysis and information presentation
- Conducting training sessions

The TC's responsibilities do *not* include:
- Resolving complex issues arising during any of the typical tasks
- Resolving issues at the network, wireless and server levels
- Programming

<u>Organizational</u>

The TC supports all church and school staff and is supervised by the Director of Administration and Finance