

**Help Desk & Systems Coordinator**

**Department:** Supporting Functions **Classification:** FT Non Exempt

**Reports to:** Director, Data Management & Compensation

**Leadership:** None **Pay Level:**  CRE1

**Principle Accountabilities**

* Manage and support all IT needs for the agency
* Manage IT contract and vendor(s)
* Provide technical support for team members
* Ensure team members have appropriate access to Easterseals Iowa systems
* Act as agency HIPAA security officer: ensure fidelity of IT systems for the agency including working closely with contractors and team members to ensure Easterseals Iowa policies are followed
* Identify opportunities for efficiencies by utilizing agency databases effectively including SUNNY, Raiser’s Edge, Financial Edge and iSolved
* Manage SUNNY changes and communicate priorities to leadership.
* Work closely with the Director, Training and Development to provide training for team members on utilizing the agency systems.
* Maintain and ensure accuracy of Sharepoint
* Run background checks for potential new hires when requested
* Run background checks on a rotating schedule for each department on existing team members
* Run monthly OIG checks on current team members
* Manage agency technology inventory and key fob system
* Assist with website changes
* Maintain internal Policy and Procedure Manual
* Compile results from agency Internal survey twice per year
* Coordinate, conduct, and report safety drills for main office location
* Serve as a backup for the Program and Support Specialist
* Other duties as assigned.

**Easterseals Values Accountabilities**

**Integrity:** Maintain privacy and security with information in all systems

**Customer-Focused:** Anticipate team member needs and recognize the variety of skill level team members possess.

**Independence:** Support team members learn skills that will increase their ability to be high performers.

**Shared Purpose:** Demonstrate flexibility and a willingness to work with team members to utilize technology effectively find solutions as conflict and crisis arise.

**Excellence:** Respond with urgency to team member’s questions and needs.

**Knowledge, Skills and Experience Requirements**

* Extensive knowledge of Office 365
* Extensive knowledge of communication and information technologies
* 1 year of IT internal coordination preferred
* Ability to troubleshoot technology issues on a variety of platforms and devices
* Ability to prioritize and organize multiple projects/tasks
* Ability to work independently and organize workflow
* Ability to communicate effectively in written and verbal formats
* Abiltiy to work with a variety of team members and clients
* Ability to have professional interactions and maintain a professional appearance
* Ability to work under pressure, maintain accuracy and meet deadlines
* Ability to maintain confidentiality
* Ability to identify potential for back office efficiencies utilizing technology
* Access to reliable transportation for regular participation in work
* Ability to pass background check.

I have read and understand the above job description. I understand that this job description is not all inclusive and subject to change.

I further acknowledge that my signature does not constitute a contract between Easterseals and me.

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Team member Date

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Leader Date

Origin: 11/17, Revised; 7/2020, 11/21