FORT SCOTT COMMUNITY COLLEGE
Position Description IS02

NAME: **JOB TITLE:** IT Coordinator

DIVISION/DEPARTMENT: Information Technology

RESPONSIBLE TO: Director of Information Technology

MONTHS PER YEAR: 12   **HOURS PER WEEK**: 40   **DATE**: 02/2025

CREDENTIALS:
High School Graduate, Associates degree preferred
Knowledge and demonstrated skill in Microsoft Office programs
Written, verbal, typing, and phone communication skills
Professional appearance and approach to others
Demonstrates teamwork, commitment, and flexibility in an ever-changing environment
Self-starter, organized, punctual, able to meet strict deadlines
Ability to understand oral or written instructions, and to ask appropriate questions for clarification
Ability to maintain a high degree of confidentiality

JOB PURPOSE:
To provide and maintain office services for the Information Technology Department and to support the role of the Department Director.

SUPERVISORY DUTIES:
May directly supervise work-study students when/if assigned to the department.

JOB RESPONSIBILITIES:
- Coordinate IT Scheduling: Manage calendars, schedule meetings, and arrange appointments for IT staff and leadership.
- Document Management: Maintain accurate records, update system documentation, and organize digital and physical files.
- Procurement Support: Assist in ordering and tracking IT equipment, software licenses, and other supplies.
- Help Desk Support Coordination: Monitor incoming support requests and ensure they are assigned to the appropriate IT staff.
- Report Preparation: Compile data for IT-related reports, such as system performance metrics or project updates.
- Vendor Communication: Communicate with external vendors for quotes, purchase orders, or service inquiries.
- Inventory Management: Keep track of IT hardware and software inventory, updating records as needed.
- Budget Assistance: Support budget tracking by documenting expenditures and assisting with financial reconciliations.
- Event Coordination: Organize IT training sessions, team meetings, and department events.
- Policy Enforcement: Ensure compliance with IT policies by disseminating updates and maintaining confidentiality.

- General Support: Provide administrative support to IT staff, such as handling correspondence, creating presentations, or proofreading documents.
- Onboarding Assistance: Support the onboarding process for new hires by setting up accounts, distributing equipment, and orienting them to department processes.
- System Access Management: Facilitate access requests and maintain a log of permissions for IT systems.
- Department Organization: Ensure the IT department remains orderly and well-maintained
- Frontline Support: Perform basic troubleshooting, hardware and software installations, and technical support tasks to assist end users and maintain system functionality.
- Student Email: Set up and enable email accounts for students
- Other Duties: As assigned

Reviewed by Supervisor: _____   _____

Signature   Date