



Job Description

Position Title: IT Support Coordinator

Responsible To: Director of Administration

Job Classification: Non-Exempt

Work Schedule: Full time

Location: Onsite with some remote work as needed

Position Summary

The IT Support Coordinator supports the day-to-day technology needs of Hope Cancer Resources by providing staff training and technical assistance, coordinating technology resources throughout the employee lifecycle, and helping ensure effective use of organizational systems and equipment. This role manages technology assets and inventory, collaborates closely with the managed IT service provider and other vendors, and coordinates technology projects, cybersecurity initiatives, and system improvements. The position promotes secure, efficient, and reliable technology practices that support staff, organizational operations, and mission delivery.

Essential Duties and Responsibilities

Staff Technology Support

- Manage technology onboarding for new hires, including pre-arrival system and equipment setup, access coordination, and orientation on organizational technology, security requirements, and related procedures.
- Coordinate technology offboarding for departing staff, including collection and verification of organizational assets, coordination of system and phone access changes, and appropriate transfer or distribution of digital files and folders.
- Coordinate required cybersecurity awareness training, monitor staff completion, and provide guidance on organizational security practices.
- Serve as a primary point of contact for staff technology needs, providing first-level technical support, training, and ongoing guidance and escalating issues to the managed IT service provider or other vendors as appropriate.
- Support organizational technology initiatives and projects, including implementation of new systems, process improvements, staff training, and coordination with internal and external partners.

Inventory & Asset Management

- Manage, maintain, and provide support for a variety of organizational technology devices and equipment, including computers, mobile devices, tablets, copiers, fax equipment, phones, televisions, monitors, and related peripherals.
- Research and recommend technology devices while managing equipment replacement schedules within approved budget guidelines.

- Coordinate the receipt, inspection, inventory, setup, and deployment of new technology devices.
- Coordinate with the managed IT service provider on technology device setup, maintenance, troubleshooting, and lifecycle management.
- Maintain accurate inventory and documentation for organizational technology assets, including equipment assigned to staff and available for checkout.
- Coordinate the secure disposal of technology equipment, ensuring appropriate documentation and destruction records are maintained.
- Oversee organizational technology equipment needs, including coordinating maintenance, supplies, repairs, and purchases with service providers for onsite and offsite company-owned equipment.
- Coordinate with the Facility Supervisor and the managed IT service provider on technology infrastructure needs, including installation of cables, outlets, and related equipment.
- Coordinate the relocation, setup, and organization of technology equipment throughout the facility as needed.

Security, Compliance & Risk Management

- Coordinate the annual cybersecurity tabletop exercise in collaboration with the managed IT service provider, including preparation of exercise materials and facilitation of the annual review and update of organizational and departmental Incident Response Plans.
- Coordinate hardware and software updates in collaboration with the managed IT service provider.
- Review security reports and alerts, coordinate appropriate responses, and escalate potential concerns as needed.
- Prepare required cybersecurity insurance renewal documentation for review and approval.

Managed IT Service Provider Coordination

- Coordinate and track technology support requests with the managed IT service provider, ensuring timely follow-up and resolution.
- Review managed IT service provider reports, identify items requiring attention, and coordinate appropriate follow-up actions.
- Collaborate with the managed IT service provider on technology projects and support functions, including user access, system updates and changes, and required administrative approvals.
- Coordinate quarterly business reviews (QBRs) with the managed IT service provider, including preparation, participation, documentation, and follow-up on action items.

Projects & Continuous Improvement

- Maintain organized, secure, and compliant technology infrastructure and equipment areas, including equipment labeling, documentation, inventory controls, and coordination of proper disposal and destruction records.
- Manage and maintain organizational digital file systems, including file organization and cleanup, access management, data retention, and coordination of secure backup processes.

- Manage organization-owned mobile devices, including purchasing, setup, configuration, troubleshooting, inventory, and staff training and support.
- Research and evaluate technology systems and vendors, coordinating recommendations and timelines to support informed purchasing and contract renewal decisions.

Qualifications

Required:

- Associate's degree or higher in Computer Science, Information Technology, or a related field of study.
- Strong organizational, documentation, and time-management skills with a high level of attention to detail.
- Ability to communicate technical information clearly and effectively with technical and non-technical audiences, including staff, leadership, vendors, service providers, and other external partners.
- Experience supporting multiple users across a variety of technology devices, systems, and software platforms.
- Ability to effectively manage multiple priorities, tasks, and projects simultaneously while maintaining organization, attention to detail, and timely follow-through.
- Strong problem-solving skills with the ability to assess issues, identify appropriate solutions, and coordinate resources to achieve timely resolution.
- Experience working with common productivity, collaboration, virtual meeting, remote access, and password management technologies.
- Demonstrated commitment to data security, confidentiality, and responsible handling of sensitive information.

Preferred:

- Familiarity with cybersecurity awareness and training platforms.
- Experience coordinating and collaborating with managed IT service providers and other technology vendors.
- Prior experience in a nonprofit, healthcare, or similar service-oriented organization preferred.

Working Environment

- Ability to sit, stand, and walk for extended periods throughout the workday and to use computer monitors, mobile devices, and other technology equipment for extended periods.
- Ability to occasionally lift, carry, push, or pull technology equipment and supplies weighing up to 25–40 pounds.
- Ability to bend, reach, kneel, or crouch as needed to install, relocate, troubleshoot, or maintain technology equipment in various workspaces.
- Ability to occasionally work or be available outside of normal business hours, as needed, to address urgent technology issues, system maintenance, upgrades, or other organizational needs.