

L.E.A.P.
Job Description

Job Title: Technology Coordinator
Department: Family Development
Status: Full Time
Classification: Non-Exempt
Work Weeks/Year: 52
Reports To: Family Development Program Director
Grade Scale: Tier 5

Agency-wide Responsibilities:

It is the understanding and expectation of this organization that all employees will take the opportunity to contribute to the overall success and mission of the agency above and beyond the basic requirements of their job. The following are general responsibilities of all L.E.A.P. employees:

- Adhere to the agency's policy on confidentiality both within the Agency and community and adhere to all Agency and program policies and procedures.
- Work closely with all staff to ensure an integrated approach and provide comprehensive services to clients, children and families.
- Utilize professional reading, writing and communication skills in order to carry out the necessary job requirements.

L.E.A.P.'s IT Coordinator is directly responsible to the Program Director. . Typical work activities will include but not be limited to the following:

1. Promote and support the program's School Readiness Goals and the Parent, Family, and Community Engagement (PFCE) goals.
2. Utilize professional reading, writing and communication skills in order to carry out necessary job requirements.
3. Lead large IT projects, including the deployment of new IT systems and services.
4. Be the primary contact for technology vendors.
5. Monitor performance of information technology systems to determine productivity and make recommendations for improving the IT infrastructure.
6. Manage and maintain L.E.A.P.'s technological equipment, such as computers, tablets, and smartphones.
7. Install or cause to be installed, upgraded, and managed, software and hardware on agency devices and maintain files for software and hardware.
8. Manage all software licensing

9. Keep an inventory of all agency electronic assets.
10. Provide staff with training on how to use hardware, software, and cloud-based services.
11. Assess ongoing technological needs of the agency and provide support to the Executive Leadership Team in researching opportunities for technology related funding, training and other support.
12. Perform System Administrator functions for Child Plus, Teaching Strategies GOLD and other data systems used by the program.
13. Assist with data collection and reporting for Child Plus and any other applicable software programs as assigned.
14. Assist staff with troubleshooting and diagnosing computer issues.
15. Create, maintain, and update equipment agreements with distribution of equipment to staff.
16. Collect equipment annually at start of summer break for 44-week employees
17. Install new equipment as needed.
18. Install annual anti-virus updates to all agency computers. (This may be in conjunction with 3rd party vendor)
19. Perform computer maintenance on all computers during February and summer breaks.
20. Update the website and social media sites as necessary.
21. Establish and maintain professional contacts with external organizations.
22. Attend upon request all staff and other appropriate meetings, trainings and conferences, some of which may require out-of-town travel and evening/overnight attendance.

Qualifications:

1. Bachelor's degree in Information Technology, computer technology, or similar field, or Associates degree with at least 2 years' experience as an IT Coordinator or related role.
2. Expertise in IT tools and concepts
3. Expertise in configuring and managing Apple iOS and Android devices.
4. Strong troubleshooting, analytical, and problem-solving skills.

5. Strong working knowledge of e-mail applications.
6. A valid driver's license and means of reliable transportation.
7. An understanding of young children and low-income families, and an appreciation of parents as the primary educators of their children.

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