Information Systems Technology Coordinator
Job Description

Position Title: IST Coordinator
Reports to: Information Systems Technology Officer
Pay Grade D: $21.15 - $25.33
Position Status: Full Time
Posting Dates: Applications will be accepted until the position is filled

About KZCF:
KZCF, established in 1925, has the vision of Kalamazoo County being the most equitable place to live, with the mission to mobilize people, resources, and expertise and to advance racial, social and economic justice. Learn more at kalfound.org.

Core Values:
Center Anti-Racism and Equity
Advance Racial Justice
Nurture Healing and Love
Cultivate Transformative
Serve the Greater Good
Learn and Grow
Embrace Joy

Position Summary:
Responsible for providing technical, administrative, and infrastructure support to the Kalamazoo Community Foundation. The focus of the IST Coordinator role is support, maintenance, training, and security awareness for the Kalamazoo Community Foundation’s information technology systems, computers, and devices. Collaborates with and provides direct support to the Information Systems Technology Officer, as well as maintain and improve infrastructure technology processes. The IST Coordinator is also a member of the Reception Team.

Position Functions:
- **Technical**
  - Respond to end-user request for assistance on technical issues with hardware, low-to-mid level software, and peripheral devices.
  - Conduct research to understand, explain and resolve end-user technology related issues.
  - Communicate updates to users affected by technology related issues.
  - Assist with the installation, configuration and maintenance of computer hardware, software, and peripheral devices.
  - Work with users to identify and migrate data to new computers when needed.
  - Initiate and track onboarding procedures for new user device allocation and system use, as well as stream-line a cross-functional process of accurate, effective, and quick response times.

- **Infrastructure**
• Ensure assigned devices and equipment are in proper working order and available for use.
• Recommend upgrades for laptops, desktops, and ancillary devices/equipment.
• Analyze and make recommendations for hardware standardization.
• Coordinate referrals to technical, professional, or service personnel contingent on the repair, training, service, or infrastructure issue for Information Systems Technology hardware/equipment.
• Maintain an inventory of devices and recommend policies and procedures for upgrades and day-to-day operational support.
• Support, maintain and provide end-user training on hardware and collaboration as needed.

• **Security Awareness**
  • Assist in monitoring hardware and software systems to ensure security compliance performance targets are met.
  • Facilitate training and technical assistance regarding IT privacy and security risk management.
  • Assist with data integrity and security management monitoring and maintenance.
  • Assist with monitoring enterprise antivirus support and VOIP phone support.

• **Facilities**
  • Rental/purchase, installation and maintenance of office equipment including printers, copiers, telephone, room wizards, click shares, and audio-visual equipment.

• **Perform other duties as assigned.**

**Diversity, Inclusion, Equity, and Anti-Racism:**
• Apply an equitable and anti-racist analysis to all functions to achieve organizational goals.
• Embrace, support, and integrate Community Foundation philosophies related to diversity, inclusiveness, and anti-racism with a willingness to acknowledge and address other forms of bias.
• Ability to confront personal, individual, and internal systemic bias with regards to race, age, gender, gender-identity, sexual orientation, ability, etc., which will require sharing and discussing personal identities in relation to the work environment.
• Ability to work and navigate emotionally taxing conversations related to power, privilege, racism, and oppression on a regular basis.
• Must have strong emotional intelligence and resiliency skills to lead and/or actively participate in advancing our work relative to racial, social, and economic justice.

**Professionalism:**
• Support the mission, vision, and strategic goals, as a part of the Performance Excellence Model of the Community Foundation, to serve both internal and external customers.
• Follow and support Community Foundation policies and procedures.
• Evaluate own performance and assumes responsibility for professional development.
• Embrace philosophy of one actively engaged in lifelong learning.
• Demonstrate and models Process documentation for clarity and consistency.
• Maintain current knowledge of all changes affecting area of work.
• Conduct self in a professional manner and follows and support the core values, commitments, and behaviors.
• Maintain appropriate professional appearance and confidentiality.

**Engagement/Participation:**
• Actively participate in meetings, committees, and cross-functional opportunities within the organization.
• Apply an anti-racism analysis and engage with others in support of learning ways to advance collective DEI understanding and skills.
• Serve as a leader throughout the organization, facilitating conversations and supporting the engagement of others.
• Participate as a team member utilizing a collaborative style to achieve mutual goals.
• Provide proactive, creative cross-functional thinking and ideas to enhance services to customers.
• Demonstrate ability to work effectively with others.

Knowledge, Skills & Abilities:

Required
• Associates degree in a related or an equivalent combination of training and experience.
• Two to four years of progressively more responsible experience in an office environment.
• Experience troubleshooting hardware, software, and/or networks.
• Handles complex issues and problems independently, refers, collaborates with, and recommends complex issues to supervisor.
• Customer-centric focus and strong commitment to quality.
• Strong professional judgement and presence.
• Ability to work full time, including evenings.
• Ability to perform work under minimal supervision.
• Ability to reprioritize work based on projects and critical tasks.
• Customer centric focus on strong commitment to quality.
• Attention to detail.

Preferred
• Previous experience with community foundations or nonprofit organization.
• Professional certifications such as Microsoft, CompTIA, etc.
• Experience with VOIP and windows server technologies.
• Experience with inventory management software.
• Experience with security compliance policies and procedures.

Location Requirements:
The Kalamazoo Community Foundation’s employee health and safety is a top priority. With the COVID-19 pandemic still posing a threat to public health, Foundation employees may temporarily work from home based on approval of the immediate supervisor or direction from senior leadership. Please note this remote work policy is only in effect due to the COVID-19 pandemic while public health guidelines strongly recommend work from home when feasible. This policy will be reviewed when public health guidelines or business needs change.

Physical/Mental Requirements:
• While working virtually, must ensure remote environment has consistent access to high-speed internet, generally free from distractions.
• Work in well-lit, pleasant, smoke-free office.
• Must be able to sit for long periods of time.
• Able to stoop, bend and move intermittently to do filing and move equipment and supplies necessary for job function.
• Involves frequent repetitive movement associated with extended periods of keyboarding.
• Frequently involves extended workdays and periodically involves irregular work hours.
• Occasional travel and/or overnight work schedules.
• Requires attention to detail and ability to concentrate on figures, paperwork, data, etc.
• Frequent pressures related to meeting deadlines and fulfilling scheduling requirements.
• Frequent distracting influences such as people, phone calls, noise and so forth.
• Frequent simultaneous handling of multiple tasks and intermittent or cyclical work pressures.
• Occasionally requires on-call availability to handle work problems, emergencies/crisis situations etc.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. To successfully perform the job, individuals must be able to satisfactorily perform each essential duty. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

IST Coordinator 06.2022