

POSITION DESCRIPTION

POSITION TITLE:	DATE:
Information Technology (IT) Coordinator	12 th May 2025
REPORTS TO:	APPROVED BY:
Chief Operating Officer (COO)	President & CEO
JOB OVERVIEW	
<p>The IT Coordinator will be responsible for ensuring the effective functioning of the organization's information technology infrastructure and services. This role combines technical proficiency with strong administrative capabilities to support day-to-day IT operations, maintain network and data systems, coordinate IT projects, and act as a point of contact between users, vendors, and internal stakeholders. The IT Coordinator will function as a hands-on, solutions-focused employee and will be instrumental in troubleshooting technical issues and managing IT processes and documentation. He or she will also play a critical role in maintaining the company's IT infrastructure—including network management, hardware and software support, IT asset tracking, data security, and system documentation. Finally, the IT Coordinator will report to the Chief Operating Officer (COO).</p>	
KEY DUTIES AND RESPONSIBILITIES	
<p><u>Key Duties and Responsibilities</u></p> <ul style="list-style-type: none"> • Serve as the primary support contact for all IT-related issues across the organization, offering both onsite and remote assistance to staff. • Install, configure, and maintain hardware including computers, servers, printers, mobile devices, and audiovisual systems. • Set up and maintain user workstations, ensuring all devices are properly secured, configured, and functional upon employee onboarding. • Troubleshoot and resolve technical issues related to hardware, software, operating systems, and network connectivity in a timely manner. • Maintain and monitor office Wi-Fi networks, switches, routers, star link system, firewalls, and VPN connections to ensure secure and stable connectivity. • Monitor server and system performance, applying software updates, back-ups and patches to maintain uptime and security. • Administer user accounts, permissions, passwords, email accounts, and access rights, ensuring proper control and confidentiality in collaboration with the ESO. • Track and manage all IT assets including hardware inventory, software licenses, and warranties, maintaining detailed asset registers. • Maintain and update IT logs, helpdesk ticketing systems, and incident tracking databases with detailed documentation of issues and resolutions. • Conduct regular data backups, verify backup integrity, and participate in disaster recovery testing and planning. • Coordinate and manage the physical setup of workstations, meeting rooms, shared IT spaces, and peripheral equipment. • Assist with preparing the IT budget under the supervision of the COO. 	

- Perform regular preventive maintenance of IT equipment and arrange repairs or replacements when needed.
- Liaise with third-party service providers, hardware vendors, and software support teams to ensure quality service and timely resolutions.
- Work along with the IT consultant as needed to address IT needs.
- Assist with planning and execution of IT projects, including system upgrades, software rollouts, and office moves.
- Develop and maintain IT documentation including user guides, setup instructions, technical manuals, and policy documents.
- Support the onboarding and offboarding process from an IT perspective, ensuring efficient setup and secure deactivation of access.
- Monitor and manage internet usage, data security protocols, and bandwidth usage in line with company policies and cybersecurity standards.
- Provide training and support to staff on the use of systems, software, and IT policies, promoting responsible and efficient IT usage.
- Be available for occasional after-hours or weekend work during emergency situations, scheduled maintenance, company events or on-call rotations.
- Participate in the review and continuous improvement of IT operations, recommending enhancements to systems and processes.
- Ensure compliance with relevant data protection regulations, software licensing laws, and internal IT standards.
- Perform any other duties assigned by immediate supervisor.

KNOWLEDGE & REQUIRED SKILLS

Skills and Competencies:

- Excellent verbal and written communication skills.
- Strong organizational and time management abilities with keen attention to detail.
- Ability to multitask and prioritize tasks effectively in a fast-paced environment.
- Ability to work both independently and collaboratively within a team setting.
- Ability to prioritize tasks, multitask and work under pressure.
- Familiar with multiple internet and data systems including Star link, BTC and Aliv networks.
- Sound Time Management Skills.
- Strong Organizational skills and Multitasking abilities.
- Disciplined, self-motivated and results oriented.
- Pays attention to detail and thorough in practice.
- Confidential, honest and possess reliable and strong work ethics.
- Able to attend onsite and offsite meetings or events.
- Sound Problem Solving skills with the ability to anticipate needs, identifying issues and implement effective solutions.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and project management tools.
- Adequate knowledge of CTI's overall vision, purpose, core values & overarching goals.

EXPERIENCE & QUALIFICATIONS
Experience: <ul style="list-style-type: none">• Two (2) – Three (3) years' experience in Informational Technology and/or Networking. Education: <ul style="list-style-type: none">• High school diploma or equivalent is required with an associates or bachelor's degree in Information Technology is preferred.

Acknowledged and agreed by:

Date: