POSITION TITLE:	IT Support Coordinator
DEPARTMENT:	Administration
CLASSIFICATION:	Non-Exempt $26.44- $31.25 per hour

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director- Information Security

POSITIONS SUPERVISED:

Summary/Objective:

The IT Support Coordinator serves as the central point of contact for all technological support needs within the organization and will serve as the primary liaison with the Credit Union's core software provider (currently Synergent). This role is responsible for coordinating and prioritizing help desk requests, ensuring prompt and effective resolution of hardware, software and network issues, escalating complex problems appropriately and coordinating external resources such as third-party programmers and IT support vendors. The position requires strong communication and organizational skills to ensure minimal disruption to business operations and high level of user satisfaction.

Essential Functions:

To accomplish this job successfully, an individual must be able to perform each essential function satisfactorily.

- Serve as the primary point of contact for incoming IT support requests via phone and email.
- Serve as the primary liaison between the credit union and the core software provider and manage relationships with external programmers and IT support vendors.
- Prioritize, troubleshoot, and resolve basic to intermediate hardware, software, and network issues; escalating complex technical problems to appropriate vendors and following up to ensure resolution.
- Coordinate the deployment, monitoring and maintenance of IT systems, including telecommunications, PCs, operating systems, hardware, software, peripherals, and office automation equipment.
- Manage IT asset inventory- recording and tracking all updates, configurations, and modifications in the change management log.
- Apply and document all required security patches to systems and software in accordance with patch management schedules.

- Coordinate scheduling and communication between users, IT staff, and external service providers.
- Monitor system performance and user-reported issues to identify recurring problems and recommend improvements.
- Assist in staff onboarding and offboarding processes, including setup and recovery of user accounts, devices, and access permissions.
- Provide basic end-user training on common systems, applications, and security best practices.
- Support IT projects by completing duties as assigned.
- Ensure compliance with organizational IT policies, security protocols, and data protection standards.
- Support IT projects; completing duties as requested.
- Other duties as assigned.

Qualifications:

- College degree preferred or equivalent work experience.
- Current knowledge of IT operating systems
- Proficiency with Microsoft programs including Outlook, Word, Excel, PowerPoint, Teams, Active Directory and Azure.
- Strong verbal and written communication skills
- Ability to explain complex concepts to beginner level employees exhibiting a high degree of patience, respect and empathy.
- High degree of confidentiality, professionalism and business ethics.
- Prior financial institution experience is a plus.
- Experience with Compass systems such as Symitar Episys and MeridiankLink is a plus.