



**IT Coordinator**

**Position Overview:**

**Reports To:** Senior Coordinator, Finance & Operations

**Oversight:** Maintain the SA information technology software and hardware. You will work in conjunction with the college appointed IT support staff in determining the IT needs of the organization, researching and purchasing equipment as needed to replace and expand the existing IT infrastructure. Additionally, you will also be required to provide day-to-day IT support and training to staff as needed.

**General responsibilities include, but are not limited to:**

**Nature and scope of the position:**

- Server management;
- Maintains and monitors an inventory of IT equipment;
- Diagnoses, troubleshoots, repairs hardware/software issues and maintains a log of service requests and corrective services performed;
- Obtains quotations and orders for IT related supplies for maintenance;
- Performs daily computer maintenance;
- Installs and maintains software for use on all computers in organization;
- Standardizes electronic filing and archiving;
- Develops and coordinates staff training on computer software and creates technical process documents;
- Maintains user accounts on CMS and provides training for designated users;
- Coordinates phone installations, voice-mail setup and password resets;
- Responsible for maintaining and posting material on the website as provided by the publications & communications coordinator and the design coordinator;
- Liaison with the website host in order to address any technical issues associated with maintenance of the site;
- Acts as the first point of contact between the SA and the college's IT department;
- Performs other duties as assigned.

## **Lifeworks Team Lead**

**Created:** July, 2010

**Re - issued:**

### **Performance Measurables:**

- ✓ Maintains exceptional attendance and regular hours of work;
- ✓ Establishes and maintain a positive, professional and interactive working relationship with the SA staff, student executives and Board members;
- ✓ SA network and servers are maintained in peak working order;
- ✓ All SA work stations including computers and telephones are maintained in peak working order;
- ✓ Any changes or updates to computers or SA systems are communicated in advance to the appropriate and / or affected individuals;
- ✓ Works cooperatively with publications & communications coordinator and graphic designer to ensure all SA digital media is accurate, current and provides maximum benefit to the SA.

### **Qualifications:**

- A+ certification or equivalent is essential;
- Microsoft Certified Professional (MCP) is preferred;
- Previous experience in a computer-related field is an asset;
- Knowledge of both PC and Mac hardware and software a necessity;
- Solid understanding of local area networks and troubleshooting is essential;
- Ability to multitask and a high level of attention to detail;
- An outgoing, positive and friendly personality;
- Excellent oral and written communication skills;
- Ability to work as part of a team and independently;
- Ability to work at all three campuses.

### **Additional Information:**

#### **Send cover letter and resume to:**

Hiring Committee  
142 Kendall Ave. Room, E100 Student Centre  
Toronto, Ontario  
M5R 1ME  
Phone: (416) 415-4730  
email: [mquian@georgebrown.ca](mailto:mquian@georgebrown.ca)

#### ***Mission Statement***

We are the students of George Brown College, committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.