



STRONGHEARTS
Native Helpline



**NATIONAL
INDIGENOUS**
WOMEN'S RESOURCE CENTER

BASIC INFORMATION

Job Classification	
FLSA Status	Non-Exempt
Provisional Period	90 days
Job Title	IT Coordinator
Location	Eagan, MN
Funding Source	Grant Funded
Department	IT
Position Type	Full-time, Hourly
Reports to	IT Manager
Supervises	None
Shift	Day
Salary/Hourly Rate	\$22 to \$25 hour

GENERAL POSITION PURPOSE STATEMENT

StrongHearts Native Helpline is a safe, culturally-appropriate domestic, dating and sexual violence helpline for American Indians and Alaska Natives.

The IT Coordinator reports to IT Manager and assists with technical support of projects and programmatic needs. The IT Coordinator provides support to staff on all organizational software and hardware including; web-platforms, phone system issues, and troubleshooting.

The IT Coordinator is scheduled for a 40-hour week; however, job duties may occasionally require work outside regularly scheduled hours.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Maintaining and monitoring project plans, schedules, staff travel
- Organizing, attending and participating in stakeholder meetings.
- Documenting and following up on important actions and decisions from meetings
- Preparing necessary presentation materials for meetings
- Ensuring project deadlines are maintained
- Providing administrative support as needed
- Undertaking project tasks as required
- Developing and implementing project strategies
- Coordinate with the Services Manager to ensure the Advocacy Department is prepared to provide additional services.
- Chair and facilitate meetings
- Create a project management calendar for fulfilling each goal and objective

This description only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow and any other job-related instruction and to perform any other job-related duties requested by his or her supervisor or management.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Bachelor's degree in a technology-related field preferred or any combination of related education and experience with a documented record of the ability to perform duties and responsibilities of the position. (Equivalency formula: two years of experience is equal to one year of education.)
- Two years experience in related operational support
- High-level of analytical capability and an understanding of the complexities of our agency technology and infrastructure systems
- Provide IT support to users on programmatic and support teams
 - Assists in the analysis of problems and support issues raised by StrongHearts staff.
 - Identifying and diagnosing issues and needs, escalating potential risks as far as necessary to resolve for staff and call center/digital services contacts.
 - In partnership with IT team, coordinate all minor bug-fixes through ad-hoc changes in production or minor releases
 - On a rotational basis, provide on-call support after hours.
- Support Programmatic Service Deployments
 - In coordination with other members of the IT team facilitate monitoring of outages and maintenance windows for service related platforms as it relates to StrongHearts' services
 - At the direction of IT Manager, works with related firms and contractors in support of programmatic and reporting needs

- Facilitate feature requests and updates to SaaS deployments both through the primary provider and third-party solutions.
- Act in a support role, and maintain a working knowledge of ticket and outage procedures in support of programmatic needs
- In collaboration with the program and technology teams, update values in systems reflect changes in operational and reporting needs
- Project Data Integrity
 - In coordination with the Data Department, follows appropriate data collection processes and helps in maintaining data quality.
- Ensure the integrity, availability and security of agency software and hardware resources
 - Owns support issue, is responsible for escalating to vendor-support where required, monitors issue and closes the issue.
 - Ensure the timely delivery of security updates and patches to all agency assets.
 - Assist in managing SaaS Deployments and phone/data systems.
 - Effectively coordinates and communicates with staff anticipated outages and expected resolution times
 - Effectively utilize monitoring tools to ensure visibility into uptime of agency assets.
 - Promptly manages system outages and monitor tickets for expected resolution times
 - Effectively communicate the expected impact of service interruptions to staff and leadership
 - Ensure all systems security updates and patches are applied to mission-critical systems
- Supervises the work of contractors and consultants
- External contacts include contractors, consultants, technology providers and partner organizations.
- Firm understanding of a variety of server environments, including but not limited to Linux (LAMP), Windows Active Directory(AD) and HyperV virtual environments
- Act as backup administrator on the phone system, including facilitating disaster recovery situations.
- Assist with updates to all agency websites, bug fixes and revision of content.
- Provides consultative IT expertise and works to ensure IT services are delivered efficiently and effectively.
- Responsible for meeting deadlines set by supervisors(s).
- Perform other duties as assigned and within areas of expertise. Exercise discretion and independent judgment in the performance of job duties with minimal supervision.
- Demonstrated proficiency in Mac environment, Microsoft Office, Google Suite.
- Well-developed organizational skills
- Ability to coordinate and complete multiple projects.
- Understanding and compliance of confidentiality of caller information.
- Ability to work under time constraints and meet deadlines.
- Ability to work as a team member, providing support and constructive feedback in interpersonal interaction.
- Ability to be flexible and adjust work hours to requirements of the organization including occasional overtime and/or work outside of normal business hours, as needed.
- Commitment to the StrongHearts Native Helpline mission, vision and values.
- A consistent positive solution-oriented response that includes communicating about challenges to the appropriate person in a constructive and productive manner.

- Intentionally and actively fostering positive working relationships and organizational culture.

OTHER REQUIREMENTS AND WORK CONDITIONS

- Significant experience living and/or working in Native communities preferred.
- Deeply rooted in Indigenous thought and culture and informed by high-quality research and approaches.
- Knowledge of tribal, state and national advocacy organizations working to effect social change and that address the issue of violence against Native women.
- Ability to read, write and converse in English.
- Must have emotional and physical stamina to tolerate prolonged sitting or standing to deal with a variety of stressful situations, including responses to complaints, difficult requests from programs and individuals in crisis, and internal and external interactions, to effectively work long and at times odd hours, while maintaining a sense of humor.
- Works in a normal office environment with minimum exposure to dust, noise, or temperature extremes. Requires bending, stooping, lifting and carrying objects up to 25 pounds, with or without accommodations.