On-Site Information Technology Coordinator

Position Overview

The On-site IT Coordinator for Flat Rock Homes is a critical member of the ministry's Operations Team, led by Joe Felton, Vice President – Finance and Operations.

The On-site IT Coordinator will serve as the delegated steward of Flat Rock's technological resources and will regularly interface with staff users and technology/software vendors to ensure all Flat Rock's technology needs are efficiently and effectively met. Specifically, the On-site IT Coordinator will oversee all technological resources, including computer hardware, kiosks, tablets, software, cable television, phone, internet, wi-fi, mobile phones, copiers/printers, and facsimile machines.

The On-site IT Coordinator will specifically ensure technology vendors appropriately resolve all user issues and efficiently and effectively meet user needs. This position will have a key role in interacting with all technology vendors to resolve issues and will follow-up on open issues to resolution as needed.

Under Flat Rock's Emergency Preparedness Procedures and COVID-19 Pandemic Response, this position is deemed to be critical, meaning some work will be essential and may only be provided on-site while other duties may be performed remotely. The On-site IT Coordinator will be required to report to the campus or other Flat Rock sites for essential duties. Office space will be provided at our Administrative Offices in Flat Rock, OH. Regular travel will be required to the Adult Day Support site in Bellevue, OH; to Flat Rock Community Services homes currently located in Flat Rock, OH, and throughout Erie and Lorain County, OH. Rarely, travel to other locations in Northern Ohio may be required.

This position is a part-time position (approximately 20 hours/week); however, in some cases, this position may be combined with other position(s) to provide a candidate with diverse skills and experiences with full-time employment.

Responsibilities

The On-site IT Coordinator will hold the following responsibilities:

- **Information Technology:**
    - Oversees all IT resources and ensures staff have the appropriate IT hardware and software to perform work efficiently and effectively.
    - Requests new/changes in IT resources on behalf of users and deploys/ensures deployment of technology as approved.
    - Creates awareness of and equips staff to appropriately access All Covered's and other IT vendors' help desk resources for various IT needs. Assists staff with unresolved IT issues, ensuring their needs are appropriately met by help desk resources.

- o Serves as interface between Flat Rock, All Covered (Flat Rock's IT management vendor) and/or software vendors for all major IT projects, major/unresolved IT issues, regular IT health checks, etc. Communicates Flat Rock's IT objectives and ensures All Covered, software/technology vendors provide needed resources.
  - o Ensures regular, on-going IT training is provided by All Covered to address user needs.
  - o When the user may be unable to do so, provides hands-on support to remote help desk resources (i.e., system reboot, etc.).
- **Non-IT Technology:**
  - o Oversees all technological resources and ensures staff have the appropriate technology to perform their work efficiently and effectively.
  - o Requests new technology on behalf of users and deploys/ensures deployment of technology as approved.
  - o Technology resources may include computer hardware, kiosks, tablets, software, cable television, phone, internet, wi-fi, mobile phones, copiers/printers, and facsimile machines.
  - o Serves as main point of contact for main campus' and Adult Day Support Program's cable television, phone, internet, wi-fi, copiers/printers and facsimile machines, reporting user issues to the appropriate vendors' help desk and ensuring resolution of all issues.
  - o Serves as main point of contact for all mobile phones, ordering new phones, adding phones to cell phone plans, reporting user issues, ensuring resolution of issues, and recycling phones that are no longer in service.
- **Other duties as assigned.**

Desired Candidate Attributes
- A passion for the mission of Flat Rock Homes. A fierce desire to be a part of and contribute to a Christ-centered, faith-based culture;
- Commitment to serve and interact with Flat Rock's residents, consumers, program participants, families, donors, churches, volunteers and guests with compassion, grace, mercy, dignity and respect;
- The ability to initiate and build relationships with vendors for Flat Rock's benefit.
- Established professional image;
- Basic knowledge of information technology and office technology;
- Ability to communicate with clarity;
- High emotional and organizational intelligence with the ability to tactfully work within a team and to enthusiastically receive positive or negative constructive feedback regarding work products and performance. Regularly seeks feedback and others' perspective that will improve the process or product;
- Known for integrity, honesty, and credibility;
- Well organized, diligent, and reliable in following through on commitments and assigned work;
- Able to thrive in a fast-paced environment where multitasking is constant;
- Proven ability to be a self-starter and to work independently in a remote environment;
- Heart to serve and a head for methods, strategy, and innovation;
- Occasional travel, mainly to the Adult Day Support program site in Bellevue, OH, and Flat Rock Community Services homes in Flat Rock, OH and throughout Erie and Lorain Counties. Rarely travel throughout Northern Ohio may be required.

- If working remotely, occasional travel to Flat Rock, OH, will be required for essential duties. Remote connections with staff working in Flat Rock and other locations will be required. Must have reliable internet service and the ability to use technology to work remotely;
- Bachelor's degree preferred. Relevant work experience will be considered in lieu of a degree;
- Must have 1+ years of demonstrated experience/track record of success in on-site IT coordination and/or help desk experience. Experience configuring hardware and installing software would be helpful;
- Experience with any software program currently being used at Flat Rock would be preferred (i.e., CareTracker, eMAR, Solana, Paylocity, etc.)
- Must have the ability to work a flexible schedule, which may include nights and weekends, to meet IT coordination needs.