

Alpha Delta Pi

BE THE FIRST

TECHNOLOGY COORDINATOR

DEPARTMENT: Operations

TEAM: Information Technology

POSITION TITLE: Technology Coordinator

GENERAL DESCRIPTION: This full-time staff member joins the Information Technology Team at Alpha Delta Pi's Executive Office and will be responsible for providing computer hardware and software support to Executive Office staff, volunteers, chapters, and members as needed.

Duties Performed

- Diagnose software and hardware incidents, including operating systems (Windows and an occasional Mac) and across a range of software applications. Makes decisions on how to resolve issues.
- Assist all Executive Office and Alpha Delta Pi Foundation staff with any IT related incident.
- Take ownership of issues by carrying out problem analysis and decides how to implement temporary or permanent fixes with the aim of restoring service to the user as soon as possible; escalating incidents to Director of Information Technology or other resources when necessary.
- Provide Pi Portal (chapter management system) software/system support to Chapters, International Officers, and staff as needed and makes decisions on how to resolve system errors, issues with reports, or other access problems.
- Update and manage primary website, Pride Online (member access system), and Pi Portal systems.
- Work with key stakeholders to develop and maintain complex online web forms.
- Respond to requests from members having problems registering for a Pride Online (member access system) web user account.
- Accurately record, update, and document requests using the IT service desk system.
- Install and configure new IT equipment.
- Manage Office 365 accounts for Executive Office staff and key volunteers.
- Monitor and manage antivirus/antispysware software and perform updates as needed.
- Assist Director of Information Technology with server and Active Directory administration.
- Resolve incidents and upgrade different types of software and hardware.
- Resolve incidents with printers, copiers, and scanners.
- Support Executive Office phone system and desk phones; assist users with issues including providing training when relevant.
- Maintain a first-class level of customer service ensuring that all users are treated efficiently and in an appropriate manner.
- Create, maintain, and publish relevant support documentation to assist staff/volunteers/members in the quick resolution of their incidents and service requests and enable users to become more self-sufficient.
- Attending training courses as identified and agreed for appropriate development.
- Perform other duties/special projects as assigned by the Director of Information Technology or Executive Director.
- Travel to Leadership Seminar, Grand Convention, or other meetings may be required from time to time.
- Review job manual and job description annually; make revisions as necessary and appropriate.

- Manage multiple projects simultaneously to completion on time and on budget (when applicable).

Expectations

- Consistently demonstrate through words, actions, and interactions, alignment with Alpha Delta Pi's values and strategic direction, focusing on the success of the Sorority.
- Demonstrate a positive, problem-solving mindset with a spirit of teamwork.
- Maintain high professional standards.
- Promote the ongoing development of a service relationship with volunteers, International Officers, and all members of Alpha Delta Pi.
- Maintain positive public relations within Alpha Delta Pi, among all entities, in contact with other NPC and NIC groups, university officials, vendors and others.
- Represent Alpha Delta Pi within related professional organizations as approved by supervisor.
- Promote a sense of pride in the organization and its facilities.
- Be a highly motivated team player with the skills and ability to manage changing priorities.

Suggested Background & Experience

- Bachelor's Degree preferred but not required, preferably in Information Technology
- Certifications such as A+ or similar desired
- Proficient in Microsoft Office, Microsoft Windows 10/11, Desktop Computers, Laptop Computers, Mobile Devices (tablets, phones), Printers
- Proficient in basic office phone support (preferably Digium or similar VoIP system)
- Working knowledge of databases and enterprise database applications
- Working knowledge of web applications
- Accuracy, attention to detail, and excellent written, oral, presentation, interpersonal, customer service, listening and organizational skills required.
- Initiative, problem-solving, critical thinking, teamwork, flexibility, multi-tasking, positive attitude
- Ability to multi-task, prioritize, and work effectively in an environment where priorities vary and can shift widely.

DEGREE OF SUPERVISION: Moderate

FROM: Director of Information Technology

STATUS: Full-time, Exempt

EMPLOYMENT LOCATION: This position is based at Alpha Delta Pi's Executive Office in Atlanta, GA.

Remote employment will not be considered.