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IT Coordinator Job Description template

IT Coordinator Job Description Template/Brief

We are hiring an IT Coordinator who will be responsible for the upkeep of our organisation's technical equipment. You will ensure that the company's computers and computer networks run smoothly and effectively, allowing the team to accomplish their tasks without difficulty.

One of your primary responsibilities will be to troubleshoot difficulties during computer use and then use their knowledge to find solutions to common and specialised issues. You will also be expected to maintain website domains, recover damaged data, and purchase new equipment if necessary.

IT Coordinator Job Profile

The most basic definition of an IT coordinator is someone who acts as a liaison between a company's technical staff and its end-users who are less informed about technology.

An IT coordinator is simply a bridge that will transmit any difficulties or concerns from either side to the other, particularly when it comes to problems that the company's non-technical employees encounter. IT coordinators are in charge of ensuring that its IT systems run smoothly.

Reports To

- Tech Lead
- Chief Technology Officer

IT Coordinator Responsibilities

- Install and install software and hardware such as printers and network cards. Create procedures for using IT across departments and projects
- Support or train individuals in charge of systems and networks, and advice on the best IT options
- Make it easier for end-users to communicate with higher-level assistance
- Monitor system and network performance and plan maintenance tasks (e.g. backups)
- Arrange for troubleshooting, repairs, and data recovery
- Keep track of licences and upgrade schedules
- Collaborate with other experts to keep standards and functionality up to date

IT Coordinator Requirements & Skills

- A BSc or BA in information technology or computer science; further certification (CompTIA Network+, CompTIA Security+, etc.) will be a plus.
- Extensive expertise in network management and help desk assistance
- Demonstrated ability to manage IT systems and applications while troubleshooting and correcting faults
- Excellent understanding of TCP/IP protocols and LAN/WAN settings
- Strong organisational and coordinating skills, as well as a keen eye for detail
- Ability to successfully programme computers and software
- Capacity to lead others with professionalism, civility, and justice
- Understanding of fundamental computer components and is capable of repairing or replacing them as needed
- Knowledge of inventory control to ensure that required equipment and replacement components are always on hand