



Job Description: IT Coordinator

Department: Administration

The Administration Department is responsible for gathering, storing and disseminating HPS Member demographic and financial information in a timely manner. The key function of the administration department is to support interactions among HPS Members, business partners, and every department in the company.

Please Note: The IT Coordinator position is located and performed in Middleville, Mich., and is not a remote/work-from-home position.

Responsibilities:

- Provides computer support by troubleshooting and correcting problems with computer hardware and software applications (serves as help desk resource)
- Maintain and update HPS systems.
- Extract HPS system information as requested by HPS staff and business partners
- Serve as a training resource for the HPS staff on company systems
- Provide formal and ad hoc user training on supported software applications
- Attend classes/seminars

Job Duties:

- Institute protocols for the use of IT across departments and projects
- Provide advice on the most suitable IT choices
- Provide technical support or training for systems and networks
- Act as link between end users and higher-level support
- Install and configure software and hardware (printers, network cards, etc.)
- Monitor system and network performance
- Perform troubleshooting, repairs and data restoration
- Performance maintenance activities (e.g., backups)
- Maintain licenses and upgrade schedules
- Collaborate with other professionals to maintain standards and functionality

Qualifications:

- Associate degree in computer related field and two years experience or equivalency
- High attention to detail
- Effective communication skills
- Effective organizational skills
- Effective teambuilding skills
- Experience working with databases
- Experience working with Local Area Networks
- Experience working with PCs
- Experience loading software and working on hardware
- Knowledge of Microsoft Office Products (Access, Excel, FrontPage, Outlook, Teams and Word)