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**JOB TITLE:** IT Coordinator  
**DEPARTMENT:** Information Technology  
**REPORTS TO:** Chief Technology & Compliance Officer  
**CLASSIFICATION:** Exempt  
**LOCATION:** Dallas, Texas

*Position will be primarily responsible for maintaining HighGround Advisors' information technology systems by researching, planning, implementing, monitoring and evaluating technological strategic solutions through inhouse development or outside consultation.*

### WHO YOU ARE

As an IT Coordinator, you are a part of the information technology team, and you apply strategic problem-solving skills to resolve a variety of challenges. Being well rounded, you analyze system issues, while also having a professional demeanor when communicating with internal and external team members. You are a team player but can take an idea and run with it with little supervision. To you, the details matter.

Instead of merely completing a task, you are about challenging the status quo and offering insight on ways to improve processes. It can get busy around here, but when the going gets tough, you prioritize, work with your team and get your tasks completed. Punctuality in both work and attendance is one of your top objectives.

### *Essential duties and responsibilities*

#### YOU ARE EXCELLENT AT:

- Maintaining IT-systems effectiveness by researching, planning, implementing, monitoring, and evaluating strategic, technological solutions through in-house development or outside consultation
- Developing long-term plans for technology solutions, software, and professional development
- Establishing and maintaining strong working relationships internally with technology users and externally with vendors and service providers to increase efficiency and effectiveness of HighGround systems
- Conducting annual software application inventory and license review of all workstation and network applications
- Reviewing, managing and conducting mediation deployment of released application updates/upgrades/patches on all workstations
- Developing annual Access Reporting for management review & approval of Network Security and Distribution membership
- Maintaining the performance, integrity and security of all inhouse database systems, including updating existing databases and building new systems as needed
- Conducting training on developed systems or databases; creating user instruction manuals and procedures for developed systems or databases
- Coordinating/managing the installation, maintenance and performance monitoring of the local area network (LAN) system with outside technical consultants
- Managing the testing and analysis of all components of the LAN to ensure operational effectiveness; Identifying network problems and oversee problem resolution
- Managing voice, data and video communication systems throughout the organization, including the planning, design, installation and maintenance of networks in support of information systems
- Reviewing and making recommendations for annual budget development

### *Competencies and qualifications*

#### YOU HAVE:

- A 4-year college degree and/or
- 5-7 years of relevant experience
- Working knowledge of
  - Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)
  - 2016 Microsoft Exchange Enterprise
  - SQL Management Studio

- Database structures and development (SQL, Access)
- Network administration/performance tools such Active Directory, Event Viewer, Stonecraft Shadow Protect backup software, Antivirus, Server Management Console, eEye Digital Security, FM Audit, Meraki LAN Controller
- Routers, VPN, FTP, Wi-Fi Access points, IIS, Security Policies, ODBC data connections, event logs, Windows Firewall
- Software inventory and mediation applications, including Express Metrix, Beyond Trust Retina Security Scan, Security Space Vulnerability Reporting
- Telecom hardware/software (CISCO IP Phone System)
- Advanced knowledge of Microsoft Access
- Ability to create user and technical documentation, user manuals and procedures
- Good written and verbal communication skills

*HighGround has a professional, open office environment*

#### IT COORDINATOR WORKING CONDITIONS:

- Routinely uses standard office equipment such as computers, phones, multi-functional copiers and filing cabinets
- Usually sits to complete job functions, but may walk or stand, bend or stoop, for brief periods of time (access to sit-to-stand desks for optimal flexibility is provided)
- Must be able to lift up to 25 pounds
- Is required to have close vision, distance vision and the ability to adjust focus
- Is required to work onsite and has little to no expected travel

*The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. Employees holding this position will be required to perform any other duties as requested by management, from time to time in its sole discretion. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.*

#### WHO WE ARE

*Our vision is to Protect, Strengthen and Grow our nonprofit clients.* We believe there is no pursuit more important than this; because we believe the work we do now and in the future, will not only shape our lives, but will empower the many organizations that truly transform lives. This vision forms an authentic pathway to our mission—to be an innovative and vigilant caretaker of the funds and assets entrusted to us by the nonprofits and generous individuals we serve through effective asset management, planned giving strategies and account administration.

HighGround is committed to our brand promise and our core values. As such, we hope and expect that you will strive to keep our clients at the center of everything you do, be honest, remain professional at all times, exhibit humility and think outside of the box like our founders did, who were pioneering and visionary when our journey began in 1930.

HighGround offers a comprehensive benefits package that includes a progressive medical plan, dental, disability benefits, retirement plan and more but don't take our word for it, have a look at what other HighGrounders are saying and learn more about our benefits here: [www.highgroundadvisors.org/about#careers](http://www.highgroundadvisors.org/about#careers).

*If you are interested in becoming a part of the HighGround team please email your resume and cover letter to: [HR@highgroundadvisors.org](mailto:HR@highgroundadvisors.org).*