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**JOB TITLE:** IT Coordinator  
**DEPARTMENT:** Information Technology  
**REPORTS TO:** Director of Information Technology & Security  
**CLASSIFICATION:** Exempt  
**LOCATION:** DALLAS, TEXAS

*Position will work collaboratively with internal team members and external consultants to research, implement, monitor and maintain HighGround's technology infrastructure.*

### 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 team members and external partners. You are a team player but can take an idea and run with it, with little supervision. You have excellent troubleshooting skills and are good at managing projects. 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 and technology infrastructure in support of HighGround's mission, vision and strategy. 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 deployments, or in coordination with outside technical consultants
- Establishing and maintaining strong working relationships internally with technology users, and externally with vendors and service providers, to increase the efficiency and effectiveness of HighGround's systems
- Conducting an annual software application inventory and license review of all workstation and network applications; maintaining hardware inventory
- Reviewing, managing and conducting deployment of released application updates/upgrades/patches on all workstations, in coordination with outside technical consultants
- Producing annual reporting of User Access, Network Security Group and Distribution Group membership for management review and approval, using PowerShell scripts
- Maintaining the performance, integrity and security of all inhouse database systems, including updating existing databases and building new systems as needed
- Conducting training on systems or databases; creating user instruction manuals and procedures for 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 overseeing 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:
  - Office 365 and 2016 Microsoft Exchange Enterprise hybrid environment, SharePoint
  - Windows Server and network administration

- Network and server administration/performance tools such as Active Directory, Event Viewer, Group Policy, PowerShell, Server Management Console, Security Policies, Windows Firewall
- VMware ESX, SSL VPN, FTP/SFTP, IIS, Datto backup software, Meraki LAN Controller
- SQL Management Studio, SQL database structures and reporting
- Software inventory and vulnerability remediation applications, such as Saltstack Enterprise and Security Space Vulnerability Reporting
- Telecom hardware/software (Cisco IP Phone System)
- Microsoft Office Suite (Excel, PowerPoint, Word, Outlook)
- Advanced knowledge of SQL and Excel macros is a plus
- High aptitude for troubleshooting technical issues
- Strong organizational skills to manage projects and coordinate closely with outside technical consultants
- 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 is provided for optimal flexibility)
- Must be able to lift 25 pounds
- Required to have close vision, distance vision, and the ability to adjust focus
- 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 versions 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 and charitably minded families.* 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, gift planning strategies and account support services. It is the outcome we work towards together—to have a greater impact on the world and on individual lives. We hope you will decide to join us on this incredible journey.

HighGround is committed to our brand promise and our core values. As such, we 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 as our founders did, who were pioneering and visionary when our journey began in 1930.

HighGround offers a comprehensive benefits package that includes a medical, dental, disability insurance, 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/careers](http://www.highgroundadvisors.org/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).*