Information Technology Coordinator

FLSA Status: Non-Exempt **Created:** July 2025
Safety Sensitive: No **Last Revised:** October 2026

DEFINITION: Under general direction, plans, coordinates, and administers the organization's information technology systems, infrastructure, and services; provides technical support to staff and patrons; and serves as the primary technology resource, ensuring secure, reliable, and effective use of technology across the organization.

DISTINGUISHING CHARACTERISTICS: This is a single-position classification responsible for the day-to-day administration and support of the organization's technology systems and services. The incumbent works with considerable independence, exercising judgment in the selection and application of technical solutions, and coordinates with outside vendors and service providers to meet organizational technology needs. This class is distinguished from higher-level information technology management positions in that it does not have supervisory responsibility over subordinate staff or organization-wide technology strategy and budget authority.

ESSENTIAL FUNCTIONS: ***(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).***

1. Provides technical support and troubleshooting assistance to staff for hardware, software, mobile devices, printers, and cloud-based applications.
2. Administers user accounts, permissions, email services, and productivity platforms, including Microsoft 365.
3. Deploys, configures, maintains, and supports desktop computers, laptops, mobile devices, printers, and related technology equipment.
4. Maintains inventory records for technology assets, software licenses, warranties, and subscriptions.
5. Coordinates technology onboarding and offboarding processes for employees.
6. Monitors and maintains endpoint security solutions, system updates, and cybersecurity best practices.
7. Coordinates backup and recovery procedures to help ensure business continuity.
8. Researches, evaluates, and recommends technology solutions that improve organizational efficiency and patron services.
9. Leads and coordinates technology-related projects, including hardware refreshes, software deployments, and system upgrades.
10. Develops and maintains technology documentation, procedures, and user guides.
11. Coordinates with external vendors, managed service providers, software providers, and support organizations.
12. Assists with technology budgeting, purchasing recommendations, and lifecycle planning.
13. Provides technology training and guidance for staff.
14. Provides digital literacy programs for patrons.
15. Supports technology needs for meetings, presentations, board meetings, and organizational events.
16. Maintains awareness of emerging technologies and recommends improvements where appropriate.
17. Performs other technology-related duties as assigned.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge, Skills, and Abilities: (KSAs are the attributes required to perform a job; generally demonstrated through qualifying experience, education, or training.)

Knowledge of:

- Microsoft Windows operating systems and Microsoft 365 applications, administration, and support;
- Computer hardware, software, networking, and mobile device troubleshooting techniques;
- Endpoint security tools, cybersecurity best practices, and system update and patch management;
- Technology asset inventory, software licensing, and lifecycle management practices;
- Project coordination principles as applied to technology deployments and upgrades;
- Customer service principles and techniques for providing technical support to staff and patrons.

Skill to:

- Diagnose and resolve a variety of hardware, software, and network issues efficiently and effectively;
- Communicate technical information clearly and patiently to non-technical staff and patrons;
- Organize, prioritize, and manage multiple technology projects and support requests concurrently;
- Develop clear technical documentation, procedures, and training materials.

Ability to:

- Learn new technologies quickly and adapt to changing organizational needs;
- Work independently with minimal supervision and exercise sound judgment;
- Establish and maintain effective working relationships with staff, patrons, vendors, and service providers;
- Maintain confidentiality of sensitive data, systems, and security information;
- Lift and move technology equipment and perform physical tasks associated with equipment installation and deployment.

Required Certifications and Licenses:

None required. Industry certifications such as CompTIA A+ or Microsoft Certified Fundamentals are preferred but not required.

Experience and Training:

Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities. A typical way to gain the required knowledge, skills, and abilities is:

Equivalent to a high school diploma and three (3) years or more of progressively responsible information technology experience, including experience supporting Microsoft Windows environments and Microsoft 365 applications; or any combination of training, education, and experience that provides the required knowledge, skills, and abilities. An Associate degree in Information Technology or a related field is preferred.

Physical and Mental Requirements:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

While performing the duties of this position, the employee is regularly required to remain stationary for extended periods while working at a computer, and to stand, walk, bend, stoop, reach, and kneel as necessary to install, troubleshoot, and move technology equipment. The employee must be able to lift and move technology equipment weighing up to 50 pounds. The position also requires the mental capacity to prioritize competing demands, exercise independent judgment, and maintain focus while resolving technical issues, at times under time constraints, and to occasionally work evenings or weekends for technology maintenance, upgrades, or special events.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

Working Conditions:

Work is performed under the following conditions:

Work is performed primarily in an indoor office and facility environment, with regular movement between work sites/buildings to provide technology support. The employee may occasionally work evenings or weekends to perform technology maintenance, upgrades, or support special events, and may be subject to on-call availability to respond to technology emergencies.

Employee's Acknowledgment: I acknowledge that I have read the above job description and have received a copy for my records.

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Employee's Signature Date Signed

TITLE: Information Technology Coordinator*

CLASSIFICATION: Full-time, Non-Exempt
REPORTS TO: Library Director; works closely with all departments to support their technology needs.

Duties:

- Provide technical support to library staff; escalate more complex issues as needed.
- Provide technology support and education to library patrons.
- Maintain inventory of all computer and technology equipment including hardware, software, and peripherals.
- Set up and operate equipment for board meetings and other events.
- Recommend core computer competencies for staff and recommend training needs.
- Coordinate technology training as directed.
- Make applicable recommendations for new technologies.
- Assist in providing technology related programs for patrons.
- Act as liaison with contracted computer maintenance, vendors, and library personnel.

Minimum Qualifications:

- High school diploma or equivalent.
- Demonstrated understanding of technology through work experience, education, or certification.
- CompTIA A+ certification or willingness to obtain and maintain.
- Ability to learn Integrated Library System and operate office equipment.
- Ability to remain calm under pressure.
- Willingness to work as schedule requires, including evenings and weekends.

Preferred Qualifications:

- Associate's degree or higher in a technology related field, or equivalent work experience.
- Previous library or customer service experience.
- CompTIA A+ certification.

Physical Requirements:

- Some heavy lifting (up to 50 pounds) is occasionally required.

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* Adopted by Pahrump Community Library Board of Trustees 7/14/25

- Ability to perform tasks that require frequent standing, walking, bending, stooping, reaching, and kneeling.
- Ability to remain stationary for extended periods while working at a computer.
- Manual dexterity and cognitive ability to operate a personal computer using databases and various forms of computer software and hardware.