

IT Coordinator

Description

This opportunity is responsible for the coordination and accurate completion of administrative tasks for the IT Department. The position will coordinate employee onboarding/offboarding with HR and ensure communication and follow-up with management teams. One of the most essential duties will be to help the IT desk work stoppage telephone line, create work stoppage tickets, prioritize and dispatch IT Technicians as needed for all work stoppage events. The position will be available to provide additional administrative support to Quality, Data, and Training initiatives.

KEY DUTIES AND RESPONSIBILITIES

- Coordinate onboarding and offboarding of staff with HR, Facilities, and Hiring Managers
- Answer help desk work stoppage calls and prioritize and dispatch IT Technicians for work stoppage
- Provide basic IT help desk functions such as initial troubleshooting steps
- Maintain accurate and updated physical inventory list for IT related items
- Maintain accurate and updated staff directories and distribution lists
- Provide regular reports on inventory and purchasing needs cross-referenced with current budget
- Coordinate with Quality, Data, and Training to provide additional administrative assistance
- Coordinate the repairs, including shipping, and receiving or onsite repairs for leased IT equipment
- Coordinate the proper disposal of end-of-useful-life IT equipment and maintain accurate records of disposed equipment
- Assist in the creation of knowledge base articles for BMC Remedyforce for end-user support

Requirements

- Customer Service and Relationship Building skills
- Ability to clearly and precisely document situations in the moment
- Effectively prioritize and meet deadlines
- Proven time management skills
- Be at ease with multiple project management and high intensity situations
- Work independently in a proactive manner
- Work closely and effectively with others
- Proficiency with Microsoft Office Suite, proprietary and packaged software
- Ability to lift and carry 25 pounds
- Must be able to stoop/bend at waist and move about on hands and knees sufficiently
- Must have a valid driver's license, current auto insurance, and reliable transportation
- Must be available for flexible work schedule including early mornings, evenings and weekends
- Federal Criminal Background Check
- Position is 40 hours of work per week

Education Requirements

- High School Diploma or equivalent
- If hired, documented proof of highest level of education completed must be delivered on first day of employment

Preferred Qualifications

- Some IT Help Desk experience preferred

- Some clerical or administrative experience preferred
- Fluent in Written and Spoken Spanish
- Federally Qualified Health Center (FQHC) experience
- HIV/AIDS Knowledge and Patient Experience
- Experience with the LGBTQ community

Why CrescentCare?

- Our mission is to offer comprehensive health and wellness services to the community, to advocate empowerment, to safeguard the rights and dignity of individuals, and to provide for an enlightened public.
- We offer a broad range of health and wellness services for anyone and everyone who is seeking healthcare services in Greater New Orleans and Southeastern Louisiana.

Services Offered to Our Clients

LGBTQ Health & Wellness, Transgender Health Services, Adult Primary Medical Care, Women's Health, Pediatrics, Behavioral Health, Dental Care, PrEP/PEP Services, Hepatitis C Services, STI Testing & Treatment, Additional HIV Support Services, Harm Reduction Services, Health Education, Medical Nutrition Therapy, Legal Services

Our Offer to You: An Extensive Benefits Package!

- All Employees are W-2 Status
- Employer Paid Benefits: Dental, Employee Wellness, Employee Assistance Program, Life Insurance
- 11 Paid Holidays, in addition to Vacation and Sick Days
- Medical Insurance (Two Plan Options)
- Vision Insurance
- Long-Term Disability
- Short-Term Disability
- 401(k) Plan – 1.5% Employer Contribution; additional Employer match with Employee Contribution
- Discount Programs

*No Relocation Package Available

*No Work Visa Sponsorship Available

If interested in being considered for this position, you must apply on the CrescentCare website using the following link:

<https://www.paycomonline.net/v4/ats/web.php/jobs?clientkey=5F5F5E57795400143D302CCF0F9143DD&ipt=>

We are an Equal Opportunity Employer and do not discriminate against employees or applicants on the basis of race, color, national origin, ethnicity, citizenship status, religion, age, gender identification, pregnancy, marital or familial status, gender or sexual orientation, veteran or military status, physical or

mental disability, genetic information, or on the basis of any other status protected by law, and in compliance with applicable federal, state and local laws.