

Information Technology Coordinator

SALARY RANGE: \$45,000 to \$65,000

FLSA: Exempt

LOCATION: Boston Headquarters

CONTACT: HR Department hr@naca.com

BENEFITS: Excellent single/family health and dental PPO, 75% employer contribution & 401K

POSITION SUMMARY

The duties of IT Coordinators are broad, and they must be able to recognize the importance of basic IT administrative record duties in addition to higher level IT input. The IT Coordinator must be able to easily understand and translate end user problems into technical language and vice versa.

The IT Coordinator is the first line of technical support, acting as the liaison between the IT team and the internal customers. Primarily responsible for maintaining the reliability and functionality of hardware and software systems by performing repairs, upgrades, installs and preventive maintenance as required; the IT Coordinator also assists with all IT Support functions, including but not limited to: troubleshooting, problem solving, maintenance and user education, instructing employees in the proper use of company hardware, operating software and applications software. Additionally the IT Coordinator participates in IT special projects and work plans that include testing, roll outs, implementations, training and user satisfaction. This role identifies methods and solutions while providing project leadership and management in order to provide a high level of service to the customers of the department. Customer service skills are essential to ensure a positive experience with co-workers and team members.

MAIN RESPONSIBILITIES

- Manages the day-to-day operations of NACA's client computers by monitoring system performance, configuration, maintenance and repair.
- Ensures that records of IT systems and equipment are properly maintained and inventoried.
- Applies revisions to IT systems firmware and software.
- Develops new system and application implementation plans, custom scripts, and testing procedures to ensure operational reliability.
- Trains NACA staff in proper use of new software and hardware developed and/or acquired.
- May guide or provide work direction to technical staff, contract staff and/or employees.
- Performs troubleshooting as required. Leads problem-solving efforts often involving outside vendors and other support personnel and/or organizations.
- Establishes, maintains and manages user system accounts. Installs, modifies, and maintains system and application software on server computer systems.
- Establishes guidelines and methods for the installation and management of the client operating systems, disk arrays, switches, tape libraries and other components.
- Ensures high availability and acceptable levels of performance of mission critical host computer resources.
- Develops procedures to maintain security and protect systems from unauthorized use, acts of nature, and user abuse.
- Develops procedures, programs, and documentation for backup and restoration of host operating systems and host-based applications.
- Develops and coordinates project implementations that maximize benefits while minimizing downtime.
- Utilizes tools, procedures, and training sessions for Operations, Client Support and Systems Development staff to assist with work.

- Manages the data center and network host systems including hardware, software and equipment.
- Stays current with technological developments in systems support technology and recommends ways for NACA to take advantage of new technology.
- Positions in this classification may perform all or some of the responsibilities above, and other related duties as assigned.

SKILL REQUIREMENTS:

- a) Strong customer service skills.
- b) Strong organizational and supervisory skills.
- c) Energy and enthusiasm for NACA's mission of community advocacy, neighborhood stabilization and addressing mortgage discrimination.
- d) Ability to take direction.
- e) Detail oriented and well organized.
- f) Problem-solving abilities.
- g) Ability to work under pressure.
- h) Ability to work independently with only general supervision.
- i) Adheres to direction from National Management.
- j) Ability to work well as a team player.
- k) Ability to speak languages other than English a plus.

JOB QUALIFICATIONS

- Associate's degree in Computer Science or related discipline; or equivalent experience and/or Certifications.
- Relevant experience may substitute for the degree requirement on a year for year basis. Three years' work experience in complex systems design, programming and systems software and support.
- Excellent verbal and written communications skills are required, including a calm courteous telephone demeanor.
- Knowledge of: operating systems, current equipment and technologies in use, enterprise backup and recovery procedures, and system performance monitoring tools; effective project management techniques, principles, and practices.
- Ability to: Plan, organize and document complex system design activities and to configure systems to be consistent with institutional policies/procedures; communicate technical/complex information both verbally and in writing; establish and maintain cooperation, understanding, trust and credibility; perform multiple tasks concurrently and respond to emergency situations effectively.

HISTORY AND OVERVIEW:

NACA (naca.com), is one of the most exciting organizations in the country. NACA is a national non-profit homeownership, HUD-certified housing counseling and community advocacy organization. We are a high-profile organization whose affordable mortgage programs and community advocacy are frequently featured in the national, international and local media. NACA is the largest and most effective housing services organization in the country and is rapidly growing with 40+ offices nationwide and a counseling center in Charlotte. We are hiring many additional staff for existing and new offices nationwide, local organizers, and directors based in the Boston corporate office. NACA is the premier homeownership and advocacy organization that is both respected and feared. As a result of NACA's large and growing membership nationwide, NACA is now increasingly focused on harnessing its power to demand economic justice for all.

Started in 1988, NACA has a strong track-record of successful advocacy against predatory and discriminatory lenders. NACA's success is a result of its aggressive, confrontational advocacy. We have taken on campaigns against some of the country's most powerful companies and individuals and won. NACA has revolutionized mortgage lending with its mortgage programs and advocacy. NACA continues its aggressive advocacy for working people and communities in the fight for economic justice and affordable homeownership for all. In

addition to affordable homeownership, this includes taking on issues such as student debt, tax equity, voter access and other economic justice issues.

In addition to its advocacy efforts, NACA has established the national standard for homeownership programs. NACA's industry-leading programs include:

- **Purchase** – For homebuyers who will be owner-occupants, the Purchase Program makes the right to affordable homeownership a reality for homebuyers. By basing its mortgage underwriting criteria on homebuyers' overall circumstances and not on traditional risk-based pricing or credit scores, NACA provides broad access to its best-in-class mortgage—a mortgage with no down payment, no closing costs, no fees, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has \$13 billion in mortgage commitments from the country's largest lenders to support this program.
- **Renovations** – For Purchase Program homebuyers whose property is in need of repairs, NACA's Home and Neighborhood Development ("HAND") department assists them throughout the repair and renovation process.
- **Homeowner Assistance** – For Purchase Program homeowners who experience financial difficulties, NACA's Membership Assistance Program ("MAP") provides services including mortgage modifications, payment agreements and financial assistance to help avoid foreclosure.
- **Home Save** – For homeowners with an unaffordable mortgage, NACA is the largest and most effective program in providing affordable solutions to over 250,000 at-risk homeowners nationwide. NACA has been able to restructure unaffordable mortgages by permanently reducing interest rates and reducing outstanding principle balances to achieve affordable mortgage payments.

For more information about NACA and its history and programs, visit www.naca.com.

APPLICATION PROCESS:

Applicants should send a cover letter, describing your interest, qualifications and your resume to: jobs@naca.com.

NACA is an equal opportunity employer. Minority individuals are strongly encouraged to apply.

This job description is solely for descriptive purposes and the responsibilities may change. It does not constitute a contract for employment, and all employment at NACA is at-will.