



Position: IT Coordinator
Location: New Orleans, LA
Reports to: Project Management Office, Manager

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About SBP

SBP, a social impact organization focused on disaster resilience and recovery, **solves the challenges facing at-risk communities** and scales impact with a proven model that brings the rigor of business and innovation to reduce risk, create resilient communities and streamline recovery. By taking this holistic approach, SBP shrinks the time between disaster and recovery.

SBP does this in three connected ways—prepare, shape and build

1. SBP **prepares** individuals, communities and organizations to mitigate risk and speed recovery.
2. SBP **shapes** federal policy and system change and state and local disaster recovery programs to be more efficient and effective.
3. SBP **builds** resilient communities efficiently and effectively and shares our proven model and approach with others.

Position Summary

The IT Coordinator will work cross-departmentally to provide technical support and technical structure to SBP. The ideal candidate will be an eager problem solver who is interested in both IT and SBP's mission. The IT Coordinator will play a crucial role in supporting team members and goals by coordinating various IT activities and ensuring the smooth operation of our organization's technology infrastructure. This is an entry level position suited to an adaptable, curious person who likes working on a team in-person as well as in a hybrid work environment.

Responsibilities

- Provide first-level technical support to end-users, addressing hardware and software issues.
- Act as a liaison to end-users
- Act as point-of-contact for all IT concerns for end-users
- Troubleshoot and resolve IT-related problems in a timely manner.
- Provide excellent customer service in a hybrid workplace environment
- Collaborate with external vendors for technical support when necessary.
- Assist in the planning, implementation, and maintenance of IT systems and infrastructure
- Collaborate with cross-functional teams to understand IT needs and requirements.
- Work closely with relevant stakeholders to implement technology solutions.
- Coordinate procurement of IT equipment and supplies as needed.
- Manage and maintain an inventory of hardware, software, and IT assets.
- Implement and enforce IT security policies to safeguard the organization's data and systems.
- Create and maintain user documentation to facilitate self-help resources.
- Conduct training sessions to educate end-users on best practices for IT system usage.
- Adapt to diverse technological environments, and learn new tools and technologies as needed
- Stay informed about the latest IT security threats and proactively address potential vulnerabilities.
- Investigate opportunities for cost savings by consolidating software, setting up team or enterprise accounts, finding alternatives, and negotiating

Qualifications

- This is an entry level position, but a Bachelor or Associate degree in Computer Science or a related field or IT experience is a plus
- Proficiency in Google Workspace
- Experience with IT security practices and protocols.
- Strong knowledge of hardware, software, and network systems.
- Strong attention to detail and ability to manage multiple projects and employees at once.
- Able to satisfactorily pass a Criminal History Check to include sex offender registry, State Police, and FBI.
- Valid driver license and reliable transportation.

Performance Expectations:

The individual is expected to:

- Willingness to learn and adapt.
- Excellent communication and interpersonal skills.
- Ability to prioritize and manage multiple tasks simultaneously.
- Problem-solving mindset and attention to details.

Salary Range: \$45,000K-60,000K

SBP is building a diverse and experienced staff. The organization encourages multiple perspectives and experiences, supports a multicultural environment, and strives to hire and retain a diverse workforce that reflects the populations we work with and the communities where we work. Our hiring and business practices appreciate the strengths offered through different backgrounds.

SBP is an equal opportunity, affirmative action employer and is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. All qualified applicants will receive consideration for employment without regard to age, race, color, religion, gender, creed, national origin, physical or mental disability, marital status, veteran status, disabled veteran status, or status as a member of any other protected group or activity.

It is the policy of SBP not to discriminate against any individual, person, or group on the basis of disability and the intent of SBP to address any complaints that may arise pursuant to Section 504.