

AKWESASNE HOUSING AUTHORITY

Position Description

378 State Route 37, Suite A • Hogansburg, NY 13655 • (518) 358-9020

Position Title: IT & Facilities Systems Coordinator

Department: Executive Department
Reports To: Executive Director
Classification: Full-Time, Non-Exempt

Position Summary

The IT & Facilities Systems Coordinator assists the Systems Administrator with the maintenance, operation, and security of Akwesasne Housing Authority's technology infrastructure and building systems. This position is designed to support succession planning by providing hands-on training in network administration, cybersecurity, telecommunications, security systems, fire alarm systems, software support, and technology management.

The Coordinator will work closely with the Systems Administrator to learn all aspects of AHA's technology environment while providing daily technical support to staff and assisting with the maintenance of critical systems.

Key Responsibilities

Network & Technology Support

- Assist in maintaining AHA's computer network, servers, and internet connectivity.
- Lead the development, design, implementation, and ongoing maintenance of AHA’s website.
- Configure and deploy computers, printers, mobile devices, and other equipment.
- Monitor system performance and report issues to the Systems Administrator.
- Assist with software installation, updates, and licensing.
- Maintain inventory of technology equipment.

Security & Building Systems

- Assist with monitoring and maintenance of security camera systems.
- Learn operation and maintenance of access control and door security systems.
- Assist with fire alarm system monitoring and vendor coordination.
- Maintain records of inspections, testing, and service agreements.
- Coordinate service requests with outside vendors and contractors.

User Support

- Provide first-level technical support to staff.
- Troubleshoot computer, printer, software, and connectivity issues.
- Assist with employee onboarding and technology setup.
- Develop user guides and troubleshooting documentation.

Cybersecurity & Data Protection

- Assist in monitoring cybersecurity practices.
- Support data backup and recovery processes.
- Help maintain password security standards and user access controls.
- Participate in security awareness training activities.

Documentation & Succession Planning

- Document network infrastructure, software systems, vendor contacts, and procedures.
- Create and maintain system manuals and operating procedures.
- Cross-train on all critical systems maintained by the Systems Administrator.
- Develop continuity plans for essential technology functions.

Teamwork & Collaboration

- Communicate professionally with staff, vendors, and consultants.
- Participate in departmental and organizational meetings.
- Support special technology projects as assigned.

Qualifications

- Associate's Degree in Information Technology, Computer Systems, Network Administration, or related field; or equivalent experience.
- Basic knowledge of computer hardware and software.
- Experience troubleshooting Windows PCs and printers.
- Ability to learn networking, security systems, and building technology systems.
- Strong organizational and documentation skills.
- Valid driver's license.