



JOB POSTING

PART TIME (20-hours per week)

Information Technology Systems Coordinator II

ABOUT US

Inter-Faith Food Shuttle envisions a hunger free community. We feed our neighbors, teach self-sufficiency, grow healthy food, and cultivate innovative approaches to end hunger. As a member of Feeding America, the Food Shuttle distributes over 9 million pounds of food per year, 37% of which is fresh produce. From Grocery Bags for Seniors, Backpack Buddies, and School Pantries; to Community Health Education and Mobile Markets; Catering and Culinary Job Training; and Community Gardening and a 14-Acre Farm; we go directly to the point of need to empower people and overcome the burden of hunger.

The **IT Systems Coordinator II** will play a key role in supporting the organization's technology systems, equipment, user access, and day-to-day IT needs across multiple sites and departments. In collaboration with the Project Manager and other department leaders, the IT Systems Coordinator II will help ensure staff have the technology, systems access, equipment, and technical support needed to perform their work effectively.

This position will serve as a first-line IT support resource for staff, including responding to service requests, troubleshooting basic technology issues, preparing computers and equipment for new employees, supporting employee offboarding, maintaining IT inventory, and coordinating with external IT vendors when issues require escalation.

The IT Systems Coordinator II may also assist the Project Manager with technology-related support for data collection tools, system access, Qualtrics, and reporting platforms, but will not serve as the primary owner of program reporting. The position is based primarily remote but requires regular travel to our Raleigh office and other Food Shuttle locations within the seven-county service area, as needed, to support equipment setup, troubleshooting, inventory management, staff onboarding, and other organizational technology needs.

DUTIES AND RESPONSIBILITIES

- Coordinate day-to-day IT systems, equipment, user support, and technology needs across the organization.
- Manage IT hardware, software, network access, user accounts, equipment inventory, procurement, repairs, and vendor support.
- Serve as the first point of contact for staff IT support by logging, prioritizing, and resolving basic service requests and technology issues.
- Troubleshoot routine issues involving computers, printers, phones, internet access, software, password resets, shared drives, email, and other commonly used systems.
- Prepare, configure, and assign computers, phones, and other technology equipment for new employees during onboarding.

- Support offboarding by collecting equipment, removing or disabling system access, and updating inventory records.
- Maintain accurate inventory records for laptops, desktops, phones, tablets, software licenses, user accounts, and other technology assets.
- Work with external IT vendors, managed service providers, and software partners to resolve complex technical issues, repairs, updates, and service requests.
- Track technology issues from initial request through resolution and communicate status updates to staff and supervisors as appropriate.
- Support implementation of new technology systems, software upgrades, cybersecurity practices, and process improvements that strengthen organizational efficiency.
- Help ensure staff follow organizational IT policies, cybersecurity expectations, data privacy requirements, and appropriate use of technology systems.
- Provide basic staff training and support on commonly used technology platforms, equipment, software, and internal systems.
- Assist the Program Manager, as needed, with data collection tools, program evaluation systems, Qualtrics, and required reporting processes.
- Support the Program Manager in gathering, organizing, and maintaining data needed for monthly, quarterly, annual, funder, Feeding America/FANO, and internal reports.
- Assist with strategic projects related to technology, systems improvement, operational efficiency, and staff productivity.

QUALIFICATIONS

- Associate's or bachelor's degree in Information Technology, Computer Science, Information Systems, Business Administration, or a related field preferred. Equivalent combination of education, training, certifications, and relevant experience may be considered.
- Minimum of 3–5 years of experience in IT support, systems coordination, help desk support, technology operations, or a related role required.
- Experience supporting technology needs in a nonprofit, multi-site, community-based, or mission-driven organization preferred.
- Demonstrated ability to troubleshoot routine hardware, software, network, printer, phone, email, and user access issues.
- Experience preparing, configuring, and assigning computers, phones, and other technology equipment for new employees.
- Working knowledge of Microsoft 365, Google Workspace, Windows operating systems, cloud-based platforms, shared drives, printers, mobile devices, and commonly used business software.
- Ability to receive, document, prioritize, track, and resolve IT service requests in a timely and professional manner.
- Experience maintaining IT equipment inventory, software licenses, user accounts, and basic technology documentation.
- Ability to coordinate effectively with external IT vendors, managed service providers, software providers, and internal staff to resolve technical issues.
- Strong communication skills, both written and verbal, with the ability to explain technical information in a clear, respectful, and accessible way to staff with varying levels of technology comfort.
- Strong organizational skills and attention to detail, with the ability to manage multiple requests, deadlines, and priorities across departments and locations.
- Ability to work independently in a primarily remote environment while maintaining regular communication with supervisors, staff, and vendors.
- Ability to travel to multiple Food Shuttle locations within the seven-county service area as needed.

- Demonstrated commitment to the values of diversity, inclusion, collaboration, respect, and empowerment.
- Willingness to learn new systems, support process improvements, and help strengthen the organization's use of technology.

Working conditions

Frequent interaction with inter-department staff. Must be comfortable in a fast-paced work environment that requires sitting at a computer for extended hours as needed.

Physical requirements

Able to lift 20 pounds.

EEO and Everify

Equal Employment Opportunity (EEO) [Inter-Faith Food Shuttle] provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity.

ADA Compliant: [Inter-Faith Food Shuttle] is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact [HR department].

Inter-Faith validates the right to work using E-Verify. Inter-Faith will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS), with information from each new employee's Form I-9 to confirm work authorization.

DIRECT REPORTS

None

COMPENSATION & BENEFITS This is a Part-Time position, approximately 20 hours per week.

Pay Range: \$29.00 - \$32.00 per hour based on qualifications and experience. This position does not qualify for benefits.

TO APPLY

Please send **resume and cover letter** to recruiter@FoodShuttle.org

Inter-Faith Food Shuttle is an Equal Opportunity Employer. We respect and seek to build a team of individuals from diverse cultures, perspectives, skills and experiences.