

Job Title: IT Coordinator Specialist

Job Description:

Overview:

We are seeking a dynamic and versatile individual to join our team as an IT Coordinator and Specialist. This role encompasses a combination of event coordination, technical expertise, and educational support. The successful candidate will play a crucial role in ensuring seamless virtual and physical events, utilising tools such as Zoom, WiX, Email, Eventbrite, YouTube, Kahoot, Google Form (for surveys), and GDrive.

Responsibilities:

Event Coordination:

- Plan, coordinate, and execute online and offline events for the organisation.
- Utilise platforms like Zoom, Eventbrite, and YouTube for event registration, hosting, and streaming.
- Manage communication channels through email, ensuring timely and effective correspondence with participants.
- Set up and oversee the registration process using Eventbrite.

Technical Support:

- Troubleshoot technical issues during events, providing quick and effective solutions.
- Configure and operate audio-visual equipment for events, ensuring high-quality presentations and seamless streaming experiences.
- Manage internet connectivity at physical events to guarantee a smooth and uninterrupted online experience.
- Proactively ensure the security of users' data. During live online events, implementing measures to prevent attacks by malicious users.
- Identify and troubleshoot technical issues during events, providing swift and effective solutions.
- Collaborate with the IT team to implement robust measures that safeguard the integrity of our systems and online events, and protect against potential cyber threats.
- Stay abreast of technological advancements to continually enhance the technical support infrastructure and mitigate potential risks.

Educational Technology:

- Act as a coach and trainer, guiding participants in utilising IT tools for educational purposes.
- Integrate educational technology into events, enhancing the overall learning experience.
- Provide support and training on tools such as Kahoot, PowerPoint, and other relevant applications.

Collaboration:

- Collaborate with internal teams to align IT strategies with organisational goals.
- Work closely with educational teams to integrate technology into the curriculum effectively.
- Attend regular meetings with cross-functional teams to provide updates on IT initiatives and discuss ongoing projects.
- Engage in collaborative decision-making processes to ensure seamless integration of technology across various departments.
- Act as a liaison between the IT department and other teams, fostering a culture of communication and shared objectives.

Documentation:

- Document best practices, guidelines, and troubleshooting procedures for IT-related activities.
- Create instructional materials and resources for participants to maximise their use of technology.

Qualifications:

- Proven experience in event coordination and technical support.
- Familiarity with Zoom, WiX, Eventbrite, YouTube, Kahoot, Google Form, and GDrive.
- Strong troubleshooting skills for audio-visual equipment and internet connectivity.
- Experience in coaching or teaching, particularly in the application of IT in education.
- Proficiency in PowerPoint and other relevant educational technology tools.
- Excellent communication and interpersonal skills.

Additional Information:

- This position may require occasional travel to physical events organised by the organisation.
- Flexibility to work during evenings or weekends, depending on event schedules.
- Opportunities for professional development and growth within the organisation.

If you are passionate about leveraging technology to enhance education, excel in event coordination, and thrive in a dynamic work environment, we invite you to apply for this exciting opportunity.