IDENTIFICATION

Job Title:	IT Office Coordinator	Division:	IT Services
Title of Immediate Supervisor:	Director, IT and CIO	Position Number:	
Supervisor's Title:		Effective Date:	*January 2026*

Purpose of the Role

Summarize, in a few sentences, the purpose of the job within the context of the Yukon University. It is not detailed list of how the job is done, or a list of tasks and activities, nor is it a list of duties or responsibilities. It should answer the following questions:

- What is it that the job is intended to achieve?

- What would not get done if the job did not exist?

- What is the contribution that the job makes to Yukon University?

The IT Office Coordinator ensures the smooth and efficient operation of the IT Services division by providing administrative, coordination, and communication support across all IT functions. The role enables effective project execution, procurement, documentation, and internal communication, ensuring continuity between technical teams, administrative processes, and service delivery. Without this role, critical administrative workflows—including procurement, scheduling, documentation management, and coordination—would be delayed, impacting the IT division's ability to support Yukon University's operations and strategic goals.

Key Responsibilities

Coordinate administrative operations for the IT Services division, including procurement requests, travel documentation, expense submissions, and office logistics to support operational continuity.

Support IT project coordination, including tracking timelines, deliverables, follow-up tasks, and preparing status updates for the Director/CIO and Manager, Technology Services.

Maintain IT inventory, documentation, and records, including asset tracking, software licensing, renewal schedules, contracts, and standard operating procedures.

Serve as a communications and coordination hub between IT staff, other YukonU departments, external vendors, and stakeholders to ensure timely information flow and issue resolution.

Support onboarding and hiring processes, including interview scheduling, equipment preparation, access coordination, and documentation.

Contribute to divisional initiatives, including newsletters, administrative reporting, workshop/event support, HelpDesk backup assistance, and interdepartmental meetings.

> Assist with vendor and contract coordination, ensuring timely renewals, documentation accuracy, and administrative follow-up.

People Leadership

What type of leadership and/or supervisory responsibility for other employees of the organization does this role have? This includes the nature of and complexity of leadership required in the role. Leadership over a project or thought leadership should be included.

While the position does not supervise staff, it provides **informal leadership and coordination**, including:

- Demonstrating and guiding colleagues in administrative processes.
- Training staff on office procedures and documentation standards.
- Establishing work priorities for administrative tasks.
- Participating in interview processes for IT positions.
  The role acts as an administrative lead within the division, supporting consistency and best practices across the team.

JOB ELEMENTS

Decision - Making

Indicate typical decisions made independently and/or those that the job is involved with (less than 5). A decision may consist of a choice of a specific course of action or the choice to recommend course of action to someone else. It may impact resources, policy or program development direction, compliance, service, or program delivery, etc.
Statements should provide indications on the nature of the involvement (recommending, advising or formal sign off).

Typical decisions made independently include:

- Prioritizing administrative tasks, meetings, and scheduling needs across IT staff.
- Ensuring accuracy and completeness of procurement, travel, and documentation submissions.
- Coordinating timelines and follow-up activities for IT projects.
- Identifying and recommending process improvements or administrative efficiencies.
- Recommending scheduling adjustments based on workload or deadlines.

Decisions requiring recommendation or consultation include:

- Adjustments that impact project timelines or resources.
- Decisions involving consultants, contracts, or software purchases.
- Procurement decisions beyond signing authority.

Communication and contacts

Indicate the main interactions (including verbal and written interactions) taking place on a normal and regular basis, with Yukon University's internal or external contacts, partners and/or interest groups. Describe the nature of communication, if possible, using action verbs such as exchange/share, questions and explain, counsel, influence, convince, etc. Given the breadth of situations in which interpersonal skills can be applied, particular attention should be paid to the purpose for interaction, the context and the frequency.

- ***IT Director/CIO:*** *Discuss priorities, receive direction, report issues, and coordinate planning (weekly).*
- ***IT Services Staff:*** *Exchange information, coordinate tasks, gather documentation, resolve administrative needs (daily).*
- ***Students/End Users:*** *Provide assistance or direct inquiries requiring administrative follow-up (weekly).*
- ***Vendors and contractors:*** *Exchange information regarding procurement, contracts, services, and scheduling (monthly).*
- ***Other YukonU departments:*** *Coordinate administrative processes, participate in meetings, and exchange information (regular).*

Communication frequently involves explaining processes, coordinating information flow, requesting updates, clarifying requirements, and influencing timely action.

Job Profile

Yukon University

Knowledge and Experience

Indicate the minimum requirements in terms of level of education and specify the field of study related to the level of education. This may differ from the job's incumbents' actual level of education. Describe the level of knowledge and business acumen required to perform the job in an effective manner. Also indicate the minimum required number of years and type of relevant experience required.

Diploma or degree in computing sciences, business administration, or a related field (or equivalent experience).

Strong organizational, coordination, and multitasking abilities.

Experience in office administration, project support, or operational coordination.

Familiarity with IT systems and environments (asset but not required at technical depth).

Proficiency with Microsoft Office, Teams, SharePoint, and enterprise platforms (e.g., Banner or equivalent).

Ability to work with confidential information, meet critical deadlines, and support multiple priorities.

Excellent verbal and written communication skills.

Desirable

ITIL4 Foundations.

Experience with Atlassian tools (Confluence, Jira).

Experience in a technical or higher-education environment.

Experience:

Typically requires 2–4 years of relevant administrative or coordination experience.

WORKING CONDITIONS

Specific Working Conditions & Requirements

Indicate any exceptional or challenging working conditions and/or requirements associated with this position (for example, requirements to respond to clients in opposing time zones, to travel extensively, physical effort, which are an inherent part of the job, etc.).

Primarily office-based work involving extended periods of sitting and computer use.

Occasional lifting of IT equipment (10–30 lbs).

Frequent interruptions, shifting priorities, and multiple simultaneous demands.

Regular and irregular critical deadlines.

Occasional travel (approx. 1 trip annually, up to 5 days, typically by air).

Exposure to standard office/environmental conditions such as electrical equipment and prolonged screen time.

Participate in University community and reconciliation programing and events.