

JOB TITLE: IT Coordinator
DEPARTMENT: Corporate Shared Resources
REPORTS TO: SVP of Information Technology
FLSA STATUS: Exempt
DATE PREPARED: 1/13/2026



The IT Coordinator supports Pathway Lending's goals, values and philosophy by exhibiting the following behaviors: excellence, quality service, commitment and accountability.

POSITION SUMMARY:

Working under the policy direction of Pathway Lending and under the general supervision of the SVP – Information Technology, this position is part of Corporate Shared Resources (CSR) and provides day-to-day technology and operational reporting support to ensure Pathway Lending staff have reliable, secure, and effective tools and actionable data insights to perform their work. The IT Coordinator serves as the primary point of contact for internal IT support and plays a key role in supporting organizational reporting and analytics needs. This position collaborates with business teams, leadership, and external vendors to maintain and improve Pathway's technology systems, infrastructure, and data visualization and reporting capabilities, with a primary focus on Power BI and Tableau.

SUPERVISORY RESPONSIBILITIES: No

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Provides day-to-day technical support to staff, including troubleshooting hardware, software, connectivity, and system access issues.
2. Sets up, configures, maintains, and supports employee laptops, mobile devices, peripherals, and related technology equipment.
3. Manages user accounts, permissions, and system access for staff onboarding and offboarding.
4. Coordinates with third-party IT vendors, consultants, and managed service providers to resolve issues and support system maintenance.
5. Assists with the implementation, maintenance, and upgrades of Pathway Lending's technology platforms and cloud-based systems.
6. Monitors system performance identifies potential issues and escalates concerns as appropriate.
7. Maintains IT inventory, including hardware, software licenses, warranties, and renewals.
8. Supports cybersecurity best practices, including password management, data protection, backups, and staff awareness.
9. Assists with disaster recovery planning and documentation of IT systems and procedures.
10. Provides training and guidance to staff on technology systems, tools, and best practices.
11. Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skills, and/or abilities preferred. Ability to provide excellent customer service to internal team members, vendors, and stakeholders. Strong problem-solving, organizational, and time management skills. Ability to communicate data related information clearly to non-technical users. Ability to manage multiple responsibilities in a collaborative, mission-driven environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE:

Bachelor's Degree in Informational Technology, Computer Science or a related field is preferred. Three + years of experience providing IT support in a professional or office environment required. Experience with Microsoft 365, cloud-based applications, and basic networking concepts required. Experience coordinating with third-party IT vendors or managed service providers preferred. Hands-on experience developing, supporting, or maintaining reports and dashboards using Power BI and/or Tableau strongly preferred. Experience working with financial, lending, CRM, or grant-related data preferred.

OTHER SKILLS:

Ability to communicate in English, remain in a stationary position 75%, move, cognitive of job responsibilities; ability to travel if required; and ability to adapt to a changing environment. Aligns with Pathway Lending's mission of providing clients and stakeholders with the highest level of service to facilitate their success and the economic growth of our CDFI market.

WORK ENVIRONMENT:

Position is in an office setting that involves everyday risks or discomforts requiring normal safety precautions. Remote work options.

Southeast Community Capital, d/b/a Pathway Lending, is a member of LBMC Employment Partners, a professional services organization.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills personnel so classified. Management reserves the right to change the job duties and responsibilities.