IT ROLES

Find staff to work with a co-managed IT service plan

5 templates to help you hire the right employee

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Overview of IT roles

In a larger company with a fully staffed IT department, there are more than a dozen job roles that fall under IT. In a smaller company, these roles are typically combined into just one or two positions, which can fall under a variety of titles.

Technology strategy roles

Chief Technology Officer (CTO) is a C-level position responsible for the strategic use of technology within the organization. The IT Director supervises the day-to-day operations of the IT department and implements the decisions made by the CTO and other leadership.

IT director (or IT manager, IT coordinator, IT supervisor) in smaller companies may be responsible for both overall strategy and day-to-day IT operations. A successful CTO or IT director is empowered to make strategic decisions about the use of technology in the organization. This includes taking a long-term view of IT purchasing, IT staffing, vendor management, and key changes in the broader IT world that will affect the business.

Information strategy roles

Chief Information Officer (CIO) is distinct from CTO and is responsible for the strategic use of data within the organization to support its business processes and goals. The Information Manager supervises the day-to-day operations of business analysts, programmers, and others who support the use of data within the company.

CIO or information manager is responsible for making the best use of data coming from ERP systems, line-of-business applications, CRMs, and other applications. Rather than focusing on the nuts and bolts of running those systems, they are focused on building reports and supplying information to both leadership and rank-and-file employees to help the company improve its business processes—and ultimately its bottom line.

In our experience, many companies who are looking to hire IT help would be best served by hiring an information manager or CIO. Within the IT world, there are only so many technical decisions to be made—HP vs. Dell, Windows vs. Linux, Microsoft 365 vs. Google Workspace, Oracle vs. SAP—and so a vendor or MSP can easily fill the role of CTO or IT Director. But when it comes to using those systems to improve business processes, you'll want an in-house expert who can interpret and adapt data and systems to suit the particulars of your own business.

User and system support roles

The actual work of maintaining and supporting your IT systems is done by knowledge workers with a variety of titles. In many small organizations, these titles can be applied to similar job roles, while in larger organizations the descriptions are more specific as teams are able to specialize.

IT work can be broken down into two broad categories: infrastructure and user support. Infrastructure refers to servers, networking equipment, storage, and other systems that make up IT systems. User support involves directly supporting users as well as maintaining desktops, laptops, and mobile devices.

Infrastructure support workers typically have titles like "Systems Engineer," "Systems Administrator," "Network Engineer," or "Network Administrator." A user support person may be called a "Help Desk Technician," "Desktop Support Technician," or "Computer Support Technician."

In smaller organizations, you may find someone with a title like "IT Specialist" or "Technology Coordinator" who handles both infrastructure and user support responsibilities. While this combined role is common in small businesses, keep in mind that technology has become increasingly specialized, and finding someone with deep expertise across all areas can be challenging.

Business Analyst

Summary

Our company is seeking an experienced Business Analyst to join our team. The successful candidate will analyze business operations, identify problems and opportunities, and provide solutions that will help our company achieve its goals. The Business Analyst will work closely with stakeholders, including executives, managers, and employees, to identify and prioritize business requirements and improve productivity, profitability, and customer satisfaction.

Responsibilities

- Analyze business operations and find areas for improvement
- Develop and maintain business process models, workflows, and documentation
- Conduct research and analysis to find trends, best practices, and opportunities for innovation
- Work with stakeholders to gather and prioritize business requirements
- Facilitate meetings and workshops to elicit requirements and gather feedback
- Create reports, presentations, and other materials to communicate findings and recommendations
- Collaborate with IT professionals and other stakeholders to develop and implement technology solutions
- Monitor and report on key performance indicators (KPIs) and other metrics
- Provide training and support to end users on new processes and systems

Qualifications

- Bachelor's degree in business administration, information technology, or related field
- 3-5 years of experience as a Business Analyst or related role
- Strong analytical, problem-solving, and critical thinking skills
- Excellent written and verbal communication skills
- Proficient in Microsoft Office and other business analysis tools

- Experience with project management methods and tools
- Strong attention to detail and ability to work independently and as part of a team
- Experience working in a fast-paced environment with changing priorities
- Preferred: Experience in the technology industry or with software development projects

Technology Coordinator

Summary

We are seeking a Technology Coordinator to manage the technological aspects of our school. The Technology Coordinator will evaluate, implement, and maintain various software and hardware systems. The ideal candidate will have experience in project management, software implementation, and technical support in an educational setting.

Responsibilities
- Evaluate existing technology systems and identify areas for improvement in education
- Research and recommend new technology solutions to improve teaching and learning
- Develop and implement policies and procedures to ensure the security of technology systems in a school environment
- Manage and maintain computer hardware and software systems, including servers, workstations, and peripherals
- Coordinate with teachers and other staff members to ensure technology systems are integrated and functioning properly
- Provide technical support to teachers and troubleshoot technology issues
- Develop and conduct technology training programs for teachers and staff members
- Monitor technology trends and make recommendations for future technology investments
- Stay current on education technology regulations and compliance requirements

Qualifications
- Bachelor's degree in computer science, information technology, or related field
- 3-5 years of experience in technology coordination or related field
- Strong project management skills
- Excellent communication and interpersonal skills

- Demonstrated ability to work independently and as part of a team
- In-depth knowledge of computer hardware and software systems
- Experience with cloud-based technology solutions
- Ability to troubleshoot and solve technical issues quickly and efficiently

If you are a self-motivated and detail-oriented individual with a passion for technology, problem-solving, and education, we encourage you to apply for this position. We offer competitive compensation packages and a collaborative work environment where your skills and talents will be valued.

Computer Support Technician

Summary
We are looking for a Computer Support Technician to join our team and provide technical assistance to our clients. The ideal candidate will have strong problem-solving skills, excellent communication abilities, and a customer-oriented approach. This position's main responsibility is to provide technical support and troubleshooting for hardware, software, and networking issues.

Responsibilities
• Responding to technical support requests from clients via phone, email, or in-person visits
• Installing, configuring, and maintaining hardware and software systems
• Troubleshooting and resolving hardware and software issues for clients
• Setting up and maintaining computer networks, including LAN, WAN, and VPN
• Communicating technical information to clients in a clear and concise manner
• Maintaining accurate records of technical support requests and solutions
• Conducting research on new technologies to improve technical support services

Qualifications
• High school diploma or equivalent; technical degree or certification such as A+, Network+, and/or Security+ preferred.
• 2+ years' experience in a similar role
• Strong knowledge of hardware and software systems, including Windows 10+ and macOS 14+
• Experience with network administration and troubleshooting
• Excellent communication skills, both verbal and written
• Ability to work independently and as part of a team
• Strong problem-solving skills and attention to detail
• Ability to prioritize tasks and manage time effectively

If you meet the qualifications and have a passion for technology and customer service, we encourage you to apply for this position. We offer a competitive salary, excellent benefits, and opportunities for professional growth and development.

IT Director

Summary

Our company is seeking an experienced IT Director to lead our technology strategy and operations. The successful candidate will be responsible for aligning technology initiatives with business goals, managing IT budgets and vendor relationships, and ensuring our technology infrastructure supports current and future business needs. The IT Director will oversee internal IT staff, coordinate with our co-managed IT service provider, and serve as the executive-level technology advisor to company leadership.

Responsibilities

- Develop and execute IT strategy aligned with business objectives and growth plans
- Manage IT budget, including hardware, software, services, and staffing expenses
- Oversee relationships with technology vendors, including co-managed IT service provider
- Lead IT staff and provide guidance, mentoring, and performance management
- Evaluate and recommend technology investments to improve productivity and competitive advantage
- Establish and enforce IT policies, procedures, and security standards
- Ensure business continuity through effective disaster recovery and backup strategies
- Manage technology projects from planning through implementation
- Monitor and report on IT performance metrics and key initiatives to executive leadership
- Ensure compliance with relevant regulations and data protection requirements
- Stay current on technology trends and assess their potential impact on the business

- Coordinate cybersecurity efforts and manage risk assessment activities
- Support digital transformation initiatives across the organization

Qualifications

- Bachelor's degree in information technology, computer science, business administration, or related field
- 5+ years of progressive IT experience with demonstrated ability to lead projects, mentor team members, and make strategic technology decisions
- Solid understanding of IT infrastructure, systems, and security
- Proven experience managing IT budgets and vendor relationships
- Excellent leadership, communication, and interpersonal skills
- Ability to translate technical concepts into business terms for executive audiences
- Strategic thinking skills with ability to align technology with business goals
- Experience with project management methodologies and tools
- Knowledge of compliance requirements and risk management practices
- Understanding of how technology investments impact business operations and profitability
- Preferred: Industry certifications such as Microsoft Certified Azure Administrator, Cisco CCNA, or AWS Certified Solutions Architect

If you are a strategic technology leader with a track record of driving business value through technology, we encourage you to apply for this position. We offer competitive compensation packages, excellent benefits, and the opportunity to shape the technology direction of a growing organization.

IT Specialist

Summary

We are seeking an IT Specialist to manage and maintain our technology infrastructure and systems. The successful candidate will be responsible for implementing technology solutions, managing servers and networks, and ensuring the security and reliability of our IT environment. The IT Specialist will work closely with our co-managed IT service provider and internal staff to support business operations and drive technology initiatives forward.

Responsibilities

- Manage user accounts, permissions, and security groups in Active Directory or cloud directory services
- Assist with server and network maintenance in coordination with co-managed IT service provider
- Handle onboarding and offboarding of employees, including equipment setup and account management
- Coordinate technology projects with co-managed IT service provider
- Provide advanced technical support for complex issues beyond desktop support
- Document systems, processes, and configurations
- Serve as primary internal contact for co-managed IT service provider
- Assist with software deployment and updates across the organization
- Help maintain security policies and procedures
- Support business operations by ensuring technology systems are functioning properly
- Research and recommend technology improvements to leadership
- Participate in disaster recovery planning and testing

Qualifications

- Associate or bachelor's degree in information technology, computer science, or related field, or equivalent work experience

- 3-5 years of experience in systems administration, network administration, or related role
- Strong knowledge of Windows Server, Active Directory, and Microsoft 365/Azure
- Experience with network infrastructure including switches, routers, firewalls, and wireless systems
- Understanding of backup solutions, virtualization technologies, and cloud platforms
- Familiarity with cybersecurity best practices and security tools
- Excellent troubleshooting and problem-solving skills
- Strong communication skills and ability to explain technical concepts to non-technical users
- Ability to work independently and manage multiple projects simultaneously
- Preferred: Industry certifications such as Microsoft Certified: Azure Administrator, CompTIA Network+, or Cisco CCNA