



INFORMATION TECHNOLOGY (IT) SYSTEMS COORDINATOR

REPORTS TO: ADMINISTRATIVE SERVICES MANAGER

STATUS: FULL-TIME, FLSA NON-EXEMPT

CLOSING DATE: OPEN UNTIL FILLED | PERIODIC REVIEWS

INITIAL REVIEW DATE: AUGUST 24, 2026

WAGE RANGE: \$39.18 - \$57.98 PER HOUR

Communication Accountability Responsiveness Empathy Solution

POSITION OVERVIEW

The IT Systems Coordinator provides organization-wide support to ensure computer hardware, software, servers, networks, and related systems operate reliably and securely. This position is responsible for installing, configuring, maintaining, and supporting server and network infrastructure, managed services, databases, and end-user technology. The role designs and maintains virtual and physical servers, monitors system availability, performance, functionality, and security, performs maintenance and upgrades, and manages backups and disaster recovery. The position administers and supports the organization's LAN, WAN, Wi-Fi, internet services, databases, security tools, and access controls, while providing setup and technical support for computers, employee accounts, IP surveillance systems, phone systems, and other transit-related technologies. The IT Systems Coordinator follows established IT processes and procedures, delivers timely and professional customer support, and demonstrates organization, confidentiality, independent judgment, and the ability to work with minimal supervision. As a core member of GTA's team, this position helps ensure technology, programs, procedures, and services support and advance the organization's mission, vision, values, and culture.

ESSENTIAL DUTIES AND RESPONSIBILITIES (non-inclusive list)

- Coordinates planned security measures to protect information from unauthorized or accidental modification, destruction, or disclosure and evaluates existing systems' areas for improvement.
- Designs, configures, tests systems, applications, and hardware.
- Troubleshoots hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues.
- Regularly analyzes and upgrades systems as needed and recommends replacement schedules based upon hardware and software performance limitations and useful life.
- Designs and deploys effective networks and VPN solutions that align with industry's best practices.
- Coordinates hardware and software installations for on-vehicle IT systems.
- Provides hardware and software support for staff, responding to incidents promptly and based on impact to business continuity. Troubleshoots issues related to desktops, laptops, printers, mobile devices, operating systems, applications, and network connectivity.
- Works with the Management Team to create and maintain IT documentation and Standard Operating Procedures for staff as it relates to IT.
- Installs, configures, upgrades, troubleshoots, and maintains agency infrastructure. This includes all networking equipment, IoT devices, workstations, as well as physical, virtual, and cloud-based servers.
- Maintains regular backup operations and implements appropriate data protection processes, disaster recovery, and failover procedures.
- Performs routine system administrator maintenance functions such as setting up workstations, onboarding and offboarding staff, managing on-premises and Microsoft 365 Groups, and providing and revoking access to SharePoint sites and other programs as necessary.
- Installs, troubleshoots, repairs, and maintains telecommunications equipment and services.
- Oversees all Intelligent Transportation Systems (ITS) infrastructure. This includes cellular-based infrastructure inside vehicles, periodic reports on vehicle connectivity, and proactive collaboration with all GTA departments and vendors to determine the status of the technology in our fleet.
- Deploys and maintains IP video surveillance camera systems across the agency, including assisting with

in-vehicle systems.

- Develops appropriate software and hardware specifications necessary to support projects.
- Troubleshoots issues and outages, including support after hours.
- Acts as the primary account liaison to key vendors (ITS software provider, cellular and landline phone providers, onboard technology providers, including video surveillance provider and facility video surveillance provider, Microsoft, etc.)
- Takes responsibility for content and quality of work assigned, and continuously demonstrates commitment, empathy, fairness, and integrity. Establishes and maintains effective working relationships.
- Performs other duties as assigned, needed, and/or required that are consistent with the nature of the position in support of GTA's mission and commitment to provide outstanding services.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

- Associate's degree and three years of progressively responsible network administration experience, or an equivalent combination of education and experience.
- Experience with the operation and troubleshooting of small and medium-scale networks and IT infrastructure environments or any similar combination of education and experience.
- Current and valid Washington State Driver's License with an acceptable driving record or the ability to obtain the license within six (6) months of employment.
- Full-time position which requires flexibility to work varying hours/days, including evenings/weekends/holidays, to support operational needs, system maintenance, upgrades, and emergency response. As such, he/she must reside within GTA's service area and/or within one (1) hour travel time to Transit Center(s) and have the ability to respond to on-call needs either via phone and/or in-person promptly.

COMPENSATION AND BENEFITS

- Wage Range: \$39.18 – 57.98 | DOE/DOQ | Full-time, FLSA non-exempt
- Work Schedule: Forty (40) hours per week; may include weekends and nights as needed for IT requirements.
- Medical/Dental/Vision/Life/AD&D/LTD (administered through PEBB)
- Public Employees' Retirement System (PERS)
- Paid Time Off, including Paid Holidays

HOW TO APPLY

Interested and qualified candidates must submit a completed application, cover letter, and resume electronically via email to: **jobs@granttransit.com**.

Or via mail to:

**Grant Transit Authority - Attn: Human Resources
PO Box 870, Moses Lake, WA 98837**

For complete position details and application, please visit: www.granttransit.com. Indirect submissions and/or incomplete application packets will not be considered.

CLOSING DATE

Interested and qualified candidates are strongly encouraged to apply by **August 24, 2026**.

Open Until Filled - **subsequent reviews are not guaranteed**.

*Application materials must be received by the Grant Transit Authority by the above deadline to be included in the initial review.

Grant Transit Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veteran status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Grant Transit Authority know if you need accommodations in order to participate in the application process.