



POSITION ANNOUNCEMENT

TITLE	IT Support & Administrative Coordinator	SALARY RANGE	\$48k - \$52k commensurate with experience
DIVISION	Administration/Information Technology	LOCATION	Atlanta, GA
DUTIES & RESPONSIBILITIES	The Georgia Department of Economic Development (GDEcD) is the state's sales and marketing arm. It is Georgia's lead agency for attracting new business investment, encouraging the expansion of existing industry and small businesses, and locating new markets for Georgia products. As the state's official destination marketing organization, it drives traveler visitation and promotes the state as a location for film and digital entertainment projects. GDEcD is responsible for planning and mobilizing state resources for economic development, fostering innovation and the arts to drive opportunity from the mountains to the coast. The Administration team plays a critical role in keeping day-to-day functions of GDEcD efficient and smooth, contributing to its overall productivity and success. Accounting, Finance, Budget, IT, Procurement, Fleet Management, and Risk Management operations are carried out by this dedicated team. These professionals also ensure adherence to all legal and regulatory requirements by maintaining necessary documentation and facilitating audits and compliance checks. GDEcD supports approximately 180 IT users across its Atlanta headquarters, nine Visitor Information Centers, regional, and international offices. Under the supervision of the IT Director, the IT Support & Administrative Coordinator will work with the IT team to maintain reliable technology operations across all locations. This entry-level position is ideal for a motivated professional seeking hands-on experience in IT support, procurement coordination, and administrative processes within a collaborative environment. IT Support • Provide responsive first-level technical support for agency staff, ensuring timely resolution of computer, software, and mobile device issues via phone, in-person, or remote tools. • Support onboarding and offboarding, including device setup, software deployment, and asset management. • Help maintain IT documentation, ticketing records, and knowledge base articles. Administrative / Procurement Support • Assist with ordering approved computers, peripherals, and software through state procurement processes. • Maintain accurate records of IT purchases, warranties, and invoices. • Coordinate with Finance and Procurement teams to process quotes, purchase orders, and vendor documentation. • Track IT purchases and assist with reconciliation of invoices.		

MINIMUM QUALIFICATIONS	• High school diploma/GED and six (6) months of education or experience in information security, privacy, system/network administration and support, or application development and training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area. • Basic understanding of Windows 10/11 and macOS for troubleshooting, updates, and device setup. • Familiarity with Microsoft 365 tools such as Teams, OneDrive, and SharePoint. • Strong organizational skills for handling procurement paperwork, vendor quotes, and asset tracking. • Customer service mindset with excellent written and verbal communication skills. • Ability to manage multiple requests and administrative tasks effectively. • Problem-solving skills with willingness to learn and grow technical expertise.		
PREFERRED QUALIFICATIONS	• 1-2 years of IT support or related experience, including internships. • Familiarity with Active Directory/Entra ID, and Intune. • Experience with IT ticketing systems. • Basic understanding of IT service management (ITIL or similar).		
TRAVEL REQUIRED?	Occasional	NIGHTS, WEEKENDS REQUIRED?	Occasional (for critical deployments and after-hours installations)
DEADLINE	Open until filled; Apply ASAP.		

Application Instructions: To apply for this position, you must submit your resumé and cover letter (PDF format preferred) via the link on our careers page at <https://www.georgia.org/about-us/career-job-search>.

If you do not have internet access or require an accommodation because of a disability, please contact GDEcD Human Resources at 404-962-4000 or email jobs@georgia.org.

Additional Information for Applicants: *All qualified candidates will be considered but may not receive an interview. Preference will be given to applicants who meet both the minimum and preferred qualifications. Internal applicants may be considered prior to other applicants. Information on publicly posted social media accounts may be reviewed as part of the screening process. Applicants who are not selected for interviews will not receive notification.*

Applicants selected for hire will be subject to a background check, including a criminal history record check. Depending on the position, the background check may include education verification, credit check, and driving record. Additionally, male applicants between 18 and 26 years of age must present proof of Selective Service Registration if hired.

Please note, if travel is required, the selected candidate will be required to pay travel expenses (hotel, meals, etc.) up front and will be reimbursed within one week of expense statement approval.

GDEcD is an Equal Opportunity Employer