

# Ideal Candidate Profile

## IT Coordinator



### The Position

The IT Coordinator is responsible for the stewardship of the mission, goals, and objectives of C12 through providing comprehensive support to end-users, and ensuring smooth operation of hardware and software systems. This role involves troubleshooting, onboarding, maintenance, and security management across various platforms - including Apple-based devices and Google Workspace.

### Job Requirements/Preferences:

- A bachelor's degree in a technology-centered field is preferred
- Proficiency/certification in Mac-based hardware
- Proficiency/certification in Google-based software
- Proficiency with network-level hardware and accompanying consoles
- Experience with mobile device management software (MDM) is a plus
- Understanding cybersecurity standards (CIS, NIST, etc.) is a plus
- Strong interpersonal skills, communication
- Problem-solving/troubleshooting

### Expectations and Skills:

This role requires a strong foundation in IT support with demonstrated experience in troubleshooting hardware and software issues. Proficiency in hardware lifecycle management, including procurement, deployment, and disposal, is essential. Candidates should possess a solid understanding of cybersecurity principles and best practices. Excellent problem-solving, analytical, and communication skills and the ability to work with cloud-based applications and provide technical support to non-technical users are crucial. Experience with application testing, virtual meetings, and security audits is highly desirable.

### Proficiencies:

#### Hardware Management

- Diagnose and resolve issues on desktops, laptops, printers, and other peripherals.
- Manage hardware inventory, including procurement and disposal.
- Onboard new hardware, including setup, configuration, and deployment of Apple devices.
- Assist in running virtual meetings and webinars.
- Manage in-office screens and displays.
- Maintain a weekly backup completion % > 85%.

#### Hardware Maintenance and Upkeep

- Perform regular office maintenance.
- Maintain and update public screens and dashboards.

## Software Management

- Troubleshoot software issues across a variety of cloud applications.
- Onboard new software and users - primarily Google Workspace.
- Manage user accounts and access permissions within relevant systems.
- Assist in providing external technology support to practice owners.

## Software Maintenance and Upkeep

- Ensure software updates and patches are applied regularly.
- Maintain optimal performance of software applications.

## Cybersecurity

- Conduct routine system and log checks on the cybersecurity environment.
- Assist with annual security audit execution and assist in implementing security best practices.
- Deliver weekly/monthly/quarterly reports to stakeholders.
- Execute incident response (time-based, quality-based).

## Application Testing/Development

- Participate in testing and provide feedback on C12 App development projects.

## C12HQ Overview

Founded in 1992, C12 operates Business Forums around the globe for Christian CEOs, Key Players, and business leaders. Structured as a franchisor, we support more than 170 full-time Chairs who operate hundreds of Forums representing 3,500+ dues-paying members. Our San Antonio (TX) based HQ team provides systems, tools, curriculum, group formats, marketing, training, accountability, and execution support for the Chairs and Members.

C12 members participate in monthly meetings with peers for leadership development, accountability, wise counsel, and best practices to lead Businesses as a Ministry (BaaM). The C12 content and architected forum experience equip them to achieve measurable results in the five core areas of business: organizational development, operations, financial management, revenue generation, and ministry, all anchored around a Christ-honoring cultural paradigm (mission/vision/values).

Currently operating in 39 US states, over 125 US metropolitan areas as well as markets in SE Asia and Brazil, C12 has a 2025 vision plan to increase membership to over 5,000, Chair community to over 250 while adding 25 new US markets and multiple non-US market launches. The scaling of the C12 mission towards the near and long-term vision requires incredibly talented and committed team members bringing a full "5C" (character, competency, calling, contribution, and chemistry) readiness to be part of this endeavor.

For more information, visit [www.joinc12.com](http://www.joinc12.com).

## Our Mission

We exist to equip Christian CEOs and owners to build great businesses for a greater purpose. 2 of 4

## Our Vision

To change the world by advancing the gospel in the marketplace.

## Our Values

Our mission compels us to do all things in a replicating way where we are fostering disciple-making disciples of Jesus in the marketplace. Our core values shape how we behave and go about fulfilling our mission and the accountability parameters around innovation and execution.

Results Matter: God measures results, and so should we.

Gratitude: We embrace our calling in light of God's grace with thanksgiving.

Pressing On: We operate with a zeal for God's best in all things, never settling, coasting, or quitting.

Camaraderie: We joyfully serve as a cadre, embracing God's call to unity in Christ.

Humility: We desire God's best and are always open to learning and correction.

Bema Mindset: We operate as stewards with eternal accountability in everything.

Additionally, within C12HQ, we embody the pursuit of Buffalo Culture, which undergirds C12's core values and mission. You can read more about the "culture code" at [www.BuffaloCulture.com](http://www.BuffaloCulture.com).

## Key Intangible Characteristics of the Ideal Candidate

Called: A passion for our mission and a sense that this role and company are a strong fit for the gifts, talents, passions, and experiences with which God has entrusted this person. Must be mission-motivated with a resolve to overcome obstacles, anchored in a sense of purpose in this work.

Servant Leadership: Nobody is above any task, and we are all here to serve others. Every customer—internal or external—needs help, and the most powerful way to lead will be to serve.

Learning and Adaptive: As a small business with a big mission scaling rapidly, new systems, technology, and situational adaptability are typical and expected. This person must have an appetite for learning and skill improvement.

Grit, Determination, & Resourcefulness: Not everything will have a pre-planned solution. This person will have to be resourceful in figuring things out, resist feeling overwhelmed, and be willing to roll up their sleeves to make things happen. This person will have to have an open mind and good resolve, whether it's looping in other people, finding tools online, or seeking best practices.

Organizational Skills: We serve a God of order and creativity but live in a world of chaos and confusion. This person gets to help bring the Kingdom of God to the office by being a constant organizational force. It will require a capacity for seeing patterns, discerning better processes, and prioritizing and systemizing for improved outcomes.

Chemistry Fit: We have a unique and fun culture—we laugh, tease in love, press in, work hard, and jump in to figure things out. Fitting into the team chemistry is essential, particularly on a lean team!

High Character: We operate with a high-trust culture. Personal values must fuel our work. Integrity, honesty, compassion, reconciliation, and diligence are all things this person must possess to flourish.

Energy & Enthusiasm: This person must bring joy and passion for work to the job. Encouraging and spurring others on the mission while being self-motivated and positive is essential.

3 of 4

Multitasking: This is not a steady-state or static environment. Workflow will cycle, and interruptions are normal, so this person must be able to juggle and adjust on the fly.

Project Management: While multitasking, this person must be able to keep an eye on deadlines and critical dependencies, working to preserve them or source support proactively.

## Our People Strategy

We are in the people business! While we can never reach a perfect organizational model, we can strive towards it in our daily efforts and mission. With that vision comes a focus on key initiatives, listed here with the indicators of success.

Shared Direction: A collective understanding of what the organization stands for, where it is going, and how we will get there. Indicators: a clear, inspiring vision, well-executed strategies, and aligned goals.

Authentic Values: Deeply held principles guiding all decisions and relationships and reflected in the conduct of everyone at all times. Indicators: high levels of trust and communications, uncompromising integrity and ethics, socially responsible practices.

Productive Relationships: Open, collaborative relationships that recognize and honor the commitments that people make to themselves, each other, their work, and the organization. Indicators: respect for all individuals, effective problem-solving and decision-making, transparent accountability, and effective teamwork at all levels.

Liberating Processes: Flexible structures, processes, and technologies that allow people to do their best work and collaborate effectively across boundaries. Indicators: clear organizational design, collective knowledge, the right tools and technologies, and the right people performing the right jobs.

Outcome Learning: Results-focused learning that strengthens individual and organizational capacity to cope with the present and define the future. Indicators: continuous teaching and learning, knowledge and skills development, leadership development at all levels.

Motivating Metrics: Fair, meaningful performance requirements that measure, reinforce, and reward high performance and manage poor performance. Indicators: clear and energizing performance requirements, relevant work measures, differentiating rewards.