JOB TITLE: **HMIS Support Specialist**

DESCRIPTION:

THN seeks to fill the full-time position of HMIS (Homeless Management Information System) Help Desk Specialist. The ideal candidate is a resourceful and creative software support specialist with solid analytical and communication skills who can effectively prioritize and execute tasks under general supervision. The ideal candidate will conduct online and onsite trainings and provide technical assistance to THN's HMIS user-base. The specialist also serves as the point-of-contact for support tickets issued from providers in Texas Balance of State Continuum of Care regions as assigned. This position is grant-funded and employment is contingent on the continued receipt of grant funds.

ABOUT THN

Incorporated in 1991, Texas Homeless Network (THN) is a 501(c)(3) non-profit organization that is dedicated to addressing homelessness statewide through education, resources, and advocacy. THN provides training and technical assistance on best practices to prevent and end homelessness. THN serves as the lead agency, Collaborative Applicant, and Homeless Management Information System (HMIS) lead agency for the TX BoS CoC (Continuum of Care), which covers 215 counties in the state.

QUALIFICATIONS:

- A two (2) year degree or technical program, four (4) year degree in Information Technology, Computer Science, or related field preferred. Demonstrated competency or previous related experience will be considered in lieu of degree requirement.
- Minimum of 1 year of related experience in technical assistance and training.
- Skilled in Microsoft Office Suite applications (Word, Excel and PowerPoint).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Troubleshoots technical issues reported over the phone, email, or ticket tracker.
- Provides timely resolution or escalates to Tier 2 for support when appropriate.
- Communicates with team to ensure Support Center coverage during business hours.
- Facilitates constructive dialogue with users.
- Keeps team informed about system errors and support trends.

- Assist with coordination of trainings for new and existing users.
- Cleans and assists to preserve the integrity of the data.
- Assists on report preparation for local, state and national submissions like Annual Progress Reports (APR), Consolidated Annual Performance and Evaluation Report (CAPER), Longitudinal System Analysis (LSA), System Performance Measures (SysPM), and other custom reports that you will get familiar with in time.
- Creates user accounts and updates access privileges.
- Generates periodic data quality reports to identify potential errors.
- Deletes and merges duplicated database records in a timely manner.
- Assists users with corrections and general maintenance.
- Coordinates with HMIS Data Analyst to address data quality concerns.
- Performs system administration as assigned.

Essential Traits:
- Team player able to operate independently when required.
- Comfortable working and navigating inside of a database.
- Ability to interact with software users of various skill levels and follow-through ability.
- Problem solve creatively and provide great customer service.
- Attention to detail and sense of humor is a must.
- Strong written and verbal communications skills.
- Be organized and know how to prioritize.
- Flexibility to manage an assortment of tasks and readiness for ever-changing priorities.
- A strong work ethic, integrity, and the highest ethical standards are expected.
- Tact and sensitivity on handling confidential information.
- Be dedicated to assisting communities to end homelessness.
- Be generally awesome and make our team stronger.

Preferred Skills:
- Experience with the nonprofit sector, especially homeless services.
- Experience with HMIS (Homeless Management Information System).
- Fluency in Spanish.

WORKING CONDITIONS:
- Must be available to travel up to 15% of the time.
- Available for nights and weekends during large projects with advanced notice. Unlikely to be more than once per quarter.

PAY AND BENEFITS:

- Benefits provided include health insurance, dental insurance, and a retirement plan.
- Hourly pay range Hourly pay range $15.50-$17.00 (approximately $32k-$35k annually)
- Flexible work schedule and opportunity to distance work in accordance with THN policy and at Director's discretion
- Start date may be as early as 6/1/18 or as late as 7/16/18.

HOW TO APPLY: Email a cover letter and a resume to Deanne@thn.org.