

IT Coordinator
HEARTLY HOUSE

I/T Specialist is responsible for maintaining the agency's computer systems and related technology. The IT Specialist is the in-house administrator for all database systems used by the agency and builds content, forms, and tools to collect data as needed for program evaluation and reporting. This is a non-exempt full-time position supervised by the IT Manager.

AREAS OF RESPONSIBILITIES / DUTIES:

- Data Analysis
 - Provide data entry support and analysis to ensure that service, demographic, and outcomes data is accurately collected into the Heartly House data base system, "Apricot for Victim Services."
 - Run pre-programmed monthly, quarterly, and annual data reports as requested.
 - Prepare grant statistical reports within required reporting periods as directed by the Grants Manager.
 - Recognize and trouble shoot problems related to client data and reporting.
 - Assist the IT Manager in developing new data forms/reports and revising existing forms/reports.
 - Become an Apricot Administrator through certification/training from Social Solutions
 - Projects assigned by IT Manager
- Software:
 - Administer Apricot Data Base
 - Primary liaison with IT contractor support
 - Help desk/support staff with software systems used by Heartly House including:
 - Communications software (currently Intermedia/Unite)
 - Microsoft
 - Financial Management System (currently QuickBooks)
 - PDF software (currently Adobe)
 - Video conferencing (currently Zoom & Teams)
 - Customer Relations Management System (currently Charity Proud)
 - Learning Management System (currently Talent LMS)
 - Any future applications
- Provide I/T and software training for new hires and continuing staff
- Assist with electronic files/storage
- Equipment & Software:
 - Maintain Microsoft license information and inventory
 - I/T equipment inventory & maintenance (co-manage with Office Manager)
 - I/T for employee onboarding and terminations

EDUCATION AND EXPERIENCE:

- BA in Computer Science or equivalent combination of education, skills, and experience in Computer Science
- Demonstrated proficiency in Microsoft suite including Word, Excel, Outlook, Teams, Power Point, etc.
- In depth knowledge with excel including formulas, pivot tables and graphs
- Experience with managing and updating front end solutions
- Ability to write queries to obtain data from the backend relational databases
- Demonstrated minimum three years' experience, in position requirements listed
- Excellent oral and written communication skills
- Demonstrated experience handling confidential communications and information
- Attention to detail is essential
- Ability to work independently or part of a team
- Ability to work remotely if needed
- Some evening and weekend hours may be required
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This is a non-exempt full-time (35 hours / week) benefited position. Salary hiring range is \$46,000 - \$50,000

Resumes and letters of interest may be sent to dataanalyst@heartlyhouse.org