



## Job Description

**Job Title:** IT Software Support Specialist

**Responsible to:** Integration Manager

**Responsibilities:** The IT Software Support Specialist provides support for the implementation, administration and customization of the software at the Helpline Center. The ideal candidate would possess a knowledge and understanding of CRM software and the ability to learn new complex technology/software quickly. The candidate would be expected to, with some assistance, develop and maintain technology solutions to short term projects and ongoing processes.

### Requirements:

- Associates Degree or Certificate in Information Technology or related experience and/or training OR Bachelor's Degree in any field with a strong interest in technology and the social services sector OR equivalent combination of education and experience.
- Advanced Computer skills, proficient in learning new software
- System Admin experience or Database management experience preferred
- Ability to explain complex technology ideas for wide audience understanding
- Ability to read and interpret documents such as policy and procedure manuals.
- Offers of employment contingent upon acceptable background check

### Personal Qualifications:

- Enthusiastic, teamwork oriented attitude
- Ability to learn, operate and teach software programs and processes
- Ability to establish and maintain effective working relationships with end users
- Possess excellent organizational, written and verbal communication skills.
- Ability to track and manage multiple projects at once
- Comfortable communicating with others

### Specific Responsibilities:

#### A. Assist in the administration and maintenance of software systems

1. Perform implementation tasks in development of software systems
2. Administer, customize and maintain multiple software applications
3. Identify and resolve software issues and opportunities with internal and external partners
4. Oversee the data quality and reporting for the Helpline Center programs.
5. Provide training and support to software end users on correct software usage and data collection.
6. Assist with enforcing and monitoring policies and procedures
7. Provide project status updates as needed
8. Assist the Integration Manager and Technology Manager with additional IT Tasks

#### B. Professionalism

1. Support and carry out the mission of the agency.

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2. Develop and maintain close relationships with various constituencies within the community.
3. Be involved with the community at large and appropriate professional organizations
4. Follow agency policies, including personnel and programmatic.
5. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service.
6. Develop professional and personal growth through opportunities and involvement.

**C. Additional Duties**

1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

**Hours:** Hourly full-time position. Includes day hours, 8 AM to 5 PM.

Employee \_\_\_\_\_ Date \_\_\_\_\_

Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Interested candidates may submit a cover letter and resume to [alex.pool@helplinecenter.org](mailto:alex.pool@helplinecenter.org).