Job Description

Job Title: Software Support Specialist
Responsible to: Technology Director
Responsibilities: The Software Support Specialist provides support to the Technology Director and Integration Manager with technical tasks to support users throughout the organization. This will involve the implementation, administration and customization of various software utilized at the Helpline Center. It will also involve conducting data analytics and reporting activities using various software. The ideal candidate would have a knowledge and understanding of CRM software, have an understanding of relational database systems, and possess the ability to learn new and complex technology/software quickly. The Software Support Specialist will also be expected to assist with hardware and software setup and troubleshooting with various device types including computers, servers and telephonic systems.

Requirements:
- Associate or Bachelor's Degree in Information Technology or related degree in any field with a strong interest in technology and the social services sector.
- Advanced Computer skills and a familiarity with Windows platform
- Software administration and database management experience is preferred
- Complex problem solving skills to enhance software system efficiencies
- 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
- Detail oriented and quality focused
- Ability to work independently or collaboratively in a team setting
- 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
- Flexible and adaptable to changing requirements and priorities

Specific Responsibilities:
A. Assist in the implementation, 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. Have an understanding of basic programming logic and functions.
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

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B. Complete data analytics and reporting activities
   1. Possess a basic understanding of relational database systems
   2. The ability to learn data functions needed to pull key metrics from raw data
   3. The ability to create visuals that clearly show data metrics

C. Assist in hardware and software setup and maintenance
   1. Assist in setting up hardware devices for new users
   2. Perform software installations for applications required for users to perform job duties
   3. Monitor and resolve incoming user IT support ticket issues

D. **Professionalism**
   1. Support and carry out the mission of the agency.
   2. Develop and maintain close relationships with various agencies.
   3. Follow agency policies, including personnel and programmatic.
   4. Maintain a high level of confidentiality and awareness when interacting with client data
   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.

D. 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 emily.vangorp@helplinecenter.org.

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