Date: 09/27/2021

Position: HMIS Specialist

Job Status: Full Time

Reports To: HMIS Manager

Supervises: N/A

The Tarrant County Homeless Coalition (TCHC) is responsible for implementation and management of the Homeless Management Information System (HMIS). HMIS is used to collect, analyze, and report client-level data for persons served by homeless prevention, supportive services, shelters, and housing agencies. TCHC uses the “Efforts To Outcomes” (ETO) HMIS software developed and maintained by [Social Solutions](http://www.socialsolutions.com/performance-management-for-non-profits/hmis-software). The HMIS system is used by over 340 users at over 40 agencies throughout Tarrant and Parker Counties. We are a dynamic non-profit organization committed to designing and implementing community-wide policies and programs grounded on collaborative partnerships, data-driven decision making, as well as innovation, bold thinking, and creativity.

The TCHC HMIS team provides service organizations, nonprofits, and government agencies with support and technical assistance through data collection, reporting, and analysis. The HMIS Specialist will demonstrate an aptitude for excellence in technical assistance, customer service, and problem solving. This position requires high energy, strong professional, interpersonal, presentation, and communication skills. The candidate must have the ability to communicate effectively to a variety of audiences, coupled with a patient, ego-less approach to customer support and troubleshooting. The candidate must have proficiency in the use of computers and various software applications as well as the ability to provide technical assistance by telephone, email, and face-to-face contact. The ideal candidate is a team player, has a well-disciplined, organized approach to time and task management, and exhibits qualities that illustrate a dedication to meeting the data needs of organizations working to prevent and end homelessness.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

HMIS Help Desk Operations

* Serve as primary staff support for the TCHC HMIS Help Desk.
* Promptly respond to HMIS Help Desk Ticket submissions and resolve questions raised by end users.
* Manage day to day functionality of the TCHC HMIS Help Desk ticketing system.
* Responsible for the day-to-day support of 340+ HMIS end users.
* Provide technical support to end users to ensure ease and utility of ETO.
* Monitor and analyze trends in the HMIS Help Desk to inform opportunities for training and development of the HMIS department.
* Time-management skills and the ability to establish reasonable and attainable deadlines for resolution.

Training Support

* Maintain familiarity of and competency with the U.S. Department of Housing and Urban Development (HUD) HMIS Data Standards and assist the HMIS Manager and TCHC Training Dept. with translating content to training materials.
* Assist the HMIS Manager and Coordinator with New User Training, Ethics Refresher Training, Agency Admin Training, reporting training, and Point-in-Time Count training as necessary.
* Assist with training coordination and administrative support as necessary.
* Use expertise gained from Help Desk management to advise on new training opportunities.

HMIS Department Support

* Assist with the maintenance of the HMIS system and its projects, including data clean up.
* Assist with the implementation of a data quality plan.
* Participate and contribute to monthly HMIS Committee meetings.
* Perform other duties as necessary and assigned.

TCHC Technical Support

* Act as the point-of-contact for all computer and system related concerns from TCHC staff.
* Maintain inventory list of all TCHC digital equipment (laptops, tablets, monitors, printers, etc.)
* Install and configure software and computer systems.
* Troubleshoot and resolve issues with software or hardware.
* Walk colleagues or clients through steps to help them resolve their technical problems.
* Maintain procedures and reports that provide technical support to the entire organization.
* Analyze records and logs to spot underlying trends and potential issues.
* Support the implementation of new solutions or applications.
* Establish accounts for new users and assist with password or login problems.
* Test, evaluate, and make decisions about new technology for the business.
* Participate in business-wide meetings to provide insight into technical requirements.
* Actively update, maintain, and monitor all aspects of computers/laptops and networks

**COMPETENCIES**

* Desire and commitment to prevent and end homelessness.
* Skilled using Internet Explorer, Microsoft Edge, Google Chrome, etc. (e.g., security settings, Java version control, etc.)
* Ability to navigate ETO and Data Warehouse, both are web-based database management systems.
* Must have demonstrated ability to work as a team player or to work independently with little supervision.
* Must be responsible, able to work independently and be effective at problem solving.
* Must be comfortable working in a boisterous atmosphere.
* This position accesses information that is confidential and highly sensitive; therefore, candidates must clear a criminal background check in compliance with the Continuum of Care’s HMIS data security standards.
* Great customer service orientation to internal and external relationships.
* Must be humble, and a great attitude is required.
* Team-oriented attitude to help other colleagues and departments with technical problems.
* Ability to manage time and effectively prioritize numerous projects at one time.
* Proficiency with Outlook and Microsoft Office, especially Excel and SharePoint.

**EDUCATIONAL EXPERIENCE**

* Bachelor’s degree in computer science or related technology field or equivalent experience preferred.
* 1 year of experience in homeless services preferred.
* 1 year of experience in technical support required.
* 1 year of experience with HMIS and ETO strongly preferred.
* Certifications preferred, but not required.
* Working knowledge and expertise with a variety of software, hardware, and applications.

**WORK ENVIRONMENT**

Office setting, mostly seated for long periods of time, walking/standing/lifting may be required.

Regular movement associated with hooking up personal computers, laptops, and other office equipment, driving to meetings and hold in-person and telephone conversations. Physical demands such as lifting, up to 20 lbs., bending, carrying, crouching, driving, fine dexterity, handing, hearing, reaching, sitting, standing, talking, typing, vision, and walking, among others. Will perform and assist with site visits to multiple offices of HMIS end-users across Tarrant/Parker Counties.

**REASONABLE ACCOMODATIONS STATEMENT**

To accomplish this job successfully, an individual must perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**STATEMENT ON DIVERSITY**

The staff, customers, stakeholders, and colleagues of the Tarrant County Homeless Coalition reflect the diversity of our community. TCHC's services conform to Federal Fair Housing Laws and the City of Fort Worth's public policies on non-discrimination. Employees of TCHC are expected to treat all persons with dignity and respect without regard to race, creed, color, sex, religion, disability, mental illness and/ or addictions (diagnosed or not), age, national origin, familial status, source of income, criminal background, sexual orientation, transgender, gender identity or gender expression.

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| The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills, and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate. |