



# POSITION DESCRIPTION

Job Posted 12.13.22

## TECHNOLOGY COORDINATOR

### Description

Under the general direction of the Data and Technology Manager, the Technology Coordinator serves as a key member of the program team and is charged with providing front line technology support for multiple ICS offices and support the use of applications used by Interfaith Community Services (ICS) to collect data, measure program performance and report outcomes. Applications include Efforts to Outcomes (ETO) developed by Social Solutions, Bloomerang, MIP Fund Accounting by Abila, and the Community Food Bank's Link2Feed system.

All positions at ICS are expected to interact with participants, volunteers, and staff in a professional manner, reflecting ICS's Core Values Respect, Integrity, Compassion, Collaboration, and Innovation.

### Duties and Responsibilities:

#### Technology Support (50%)

- Serve as the initial point of contact for all computer, phone, and system related concerns from volunteers and staff, directing staff to contact JNR or other service providers when needed.
- Communicate, train, and set up of the remote office IT Leads for success.
- Access and create training materials pertaining to computer troubleshooting and usage.
- Manage technology equipment and physical inventory, including sign-outs.
- Assess system performance and make recommendations for software, hardware, and data storage improvements.

#### Database Support (50%)

- Gain a working knowledge of ICS applications including but not limited to ETO, Link2Feed, and Bloomerang.
- Successfully complete all ETO training labs.
- Support processes to transfer data to/from ETO and other systems using Excel.
- Gain an understanding of Bloomerang data and features to support Development staff through self-learning and Bloomerang online help.
- Ensure staff understand the importance of accurate and timely data tracking and reporting to meet reporting requirements and to consistently improve services.
- Serve as backup to the Data and Technology Manager.
- Maintain and support the Efforts to Outcomes (ETO) database for all ICS Programs.
- Create and maintain training documentation for staff and volunteers.
- Provide and/or facilitate training for staff to understand how to use the system to input, search program data, and produce client and program level reports
- Run regularly scheduled queries, reports, and compliance processes to ensure data quality, to show how effectively the system is being used and to discuss any needed improvements with staff and supervisor.

## QUALIFICATIONS

### Minimum Knowledge and Skills:

- Bachelor's Degree with minimum three (3) years of relevant experience.

- Computer and technological skills necessary to be comfortable with many forms of technology, learn new systems quickly, understand the agency database, use Microsoft Office applications, train staff on computer data tracking systems, pull reports from tracking systems, and make necessary modifications.
- Experience using databases to manage and report on program data.
- Experience using Social Solutions Efforts To Outcomes (ETO) software, including Business Objects Reporting, is preferred.
- Eligible to receive and maintain Arizona fingerprint clearance.
- Ability to maintain a valid Arizona driver's license, reliable transportation, clean driving record and current auto insurance.
- Willingness to meet agency standards for attendance and punctuality, positive interactions with other, effective work habits, judgment and ethics as listed in the employee's handbook.

**Job Expectations:**

- Strong written and oral communication skills.
- Strong organizational skills, attention to detail, ability to multi-task, and flexibility to contribute to a team environment.
- Ability to work independently, meet deadlines, and have a proven aptitude for accuracy and detail.
- Ability to work with people of widely varied ages, ethnic, and cultural backgrounds.
- Ability to maintain accurate records.
- Ability to maintain confidentiality.
- Ability to write meaningful surveys and analysis the results.
- Awareness of and sensitivity to the diverse needs of our staff, clients, volunteers, interfaith activities, faith community partners and the community-at-large.

**Reports to:** Data and Technology Manager

**Work Schedule:** Full Time, Monday through Friday, 40 hours per week, some nights/weekends expected

**FLSA Status:** Exempt

**Compensation:** Depending on qualifications and experience. Benefits provided include group health insurance, Simple IRA, generous Paid Time Off, and paid holidays.

Send resume, salary requirements and three professional references to: [recruiting@icstucson.org](mailto:recruiting@icstucson.org). This position will remain open until filled; however, we will conduct first reviews of applications on Wednesday, January 4, 2023.