

JOB DESCRIPTION

Position:	IT and Data Specialist
Supervisor:	Supervisor or Manager
Status:	Non-Exempt
Overall Responsibility:	The position duties include a wide range of activities related to the administration and support of the various computer systems, as well as preparing data analysis, documenting processes and procedures as well as developing reports and presentations.

Duties & Responsibilities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Support multiple systems and monitor employee use, critically examining and identifying training opportunities for employees
- Assist with implementing a variety of technological solutions and upgrades
- Process all new hire, termination, and access request paperwork in a timely and well tracked manner
- Assist staff in the use and functionality of our systems of record
- Organize and maintain the SharePoint wiki site.
- Modify SharePoint tracking sites as needed
- Review, process, and collect data from different reporting platforms in a timely and accurate manner.
- Document and update system workflows as required
- Critically evaluate information gathered from multiple sources
- Explain reports and recommendations to multiple audiences
- Perform as “first response” alongside disaster recovery team in emergency situations to limit liabilities and ensure business continuity
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Conduct all job functions in alignment with the PHA Administrative Plan, HUD regulations and other state and local requirements
- Obtain certification in Housing Choice Voucher Specialist within 120 days of employment
- Ensure regular attendance and punctuality
- Perform other duties as assigned

Responsibility for Relationships

Internal: Provide excellent customer service through high levels of proactive communication, quality work, and integrity to co-workers, management and corporate personnel.

External: Provide excellent customer service through high levels of proactive communication, quality work, and integrity to program participants, owners, prospective participants and owners, and contracted partners.

Supervisor Authority

None

Supervision Provided

Operates under the direct general supervision of a Supervisor or Manager.

Knowledge and Skills Required

Proficiency with all Microsoft Office applications, excellent Microsoft Excel skills. Excellent writing skills and an ability to write and maintain technical documentation, as well as troubleshoot and explain technical issues and concepts to the layman. Experience with Public Housing/Housing Choice Voucher program and or financial systems preferred. Self-motivated and focused, with a positive outlook and excellent organizational skills. Experience working in a project team oriented environment.

Education and Experience Required

A four-year degree from a regionally accredited institution in Information Technology, Public Administration, Social Science or equivalent experience. At least one year of work experience that may include internship experiences. Understanding of and experience with SharePoint (2010 or 2016), SharePoint Designer, and InfoPath is preferred; not required. Experience should include day to day user support and report development.