



Job Description

Position: CSIS System Administrator

Reports to: Chief Information Officer

Mission and Statement of Cooperation:

The mission of the Suncoast Partnership to End Homelessness (SPEH) is to prevent and end homelessness by uniting the communities of Manatee and Sarasota Counties through engagement and collaboration with business and civic leaders, service providers, faith-based organizations, advocates, concerned citizens, and people who are homeless or at risk of homelessness. SPEH encourages and expects a high degree of cooperation and collaboration among its staff and stakeholders. The specific duties of each position require flexibility and cooperation to achieve organizational goals and objectives.

Summary:

The person in this position will be responsible for projects including but not limited to CSIS (aka Homeless Management Information System - HMIS) administration, help-desk triage, and maintenance of organization's technology.

Essential Job Functions:

- Provide technical assistance to partner agency staff utilizing CSIS.
- Troubleshoot data entry and report issues/problems of CSIS with users by phone, e-mail, online platforms, and face-to-face.
- Work with other CSIS staff to troubleshoot APR issues for users.
- Triage all help desk activity & assign tickets to other staff as needed.
- Addressing, maintaining, and documenting resolution of system software complaints, concerns, and/or problems.
- Conducting troubleshooting activities with agency staff to resolve software and/or customization issues.
- Report bugs and feature enhancements to the vendor.
- Report feature enhancement approvals back to the user who requested it.
- In-house Technical Support (Computers, Network, Printer, Software, phone, and e-mail troubleshooting).
- In-house Software Updates/Installations.
- Setup workstations, accounts, software, phones for new Suncoast Partnership staff.
- Working with the IT Department to maintain hardware and software upgrades for laptops used in portable lab for training.
- Maintain phone system, contacting phone vendor to resolve issues if necessary.
- Assist with updating materials on Suncoast Partnership website.
- New Technology Investigation/Implementation.
- Coordinate & maintain CSIS tools.
- Create all agency, program, and user profiles.
- Setting-up licenses for new staff with program-specific access and sending login details to trainer; resetting passwords and licenses.

- Working with agency staff to determine configuration and customization for new and existing agencies.
- Manage all system assessments and build all new assessments.
- Customize all pick lists and quick lists.
- Managing system configuration updates and changes for primary CSIS software site.
- Managing monthly reports of active licensed users; deactivating or modifying access as needed.
- Update program-specific data elements and bed lists at least annually.
- Announcing major system updates to all users.
- Schedule live and training system upgrades.
- Interfacing with software vendor to manage/maintain upgrades, functionality issues, customizations, licenses, and bug reports.
- Locating and resolving duplicate and abandoned client and/or household records.
- Provide CSIS information to interested agencies or other parties.
- Participate in CSIS Committee meetings as needed.
- Assist with local and custom reporting.
- Assist with Point in Time Data Collection.
- Coordinate with agencies and CSIS Quality and Reporting Analyst to complete the CoC's Housing Inventory Chart (HIC).
- Assist with System Performance Federal Report.
- Assist with Longitudinal Systems Analysis.
- Running data exports/uploads using the (XML) tool for SSVF participating agencies.

Knowledge, Skills, and Abilities:

- AA degree in information technology or related field. Bachelor's degree in Information Technology or Computer Science or relevant field preferred.
- Two to five years of related experience required.
- Must have attention to detail.
- Knowledge of the Homeless Management Information System, uses, workflow, reporting.
- Skill in operating office equipment, including but not limited to computers, software (word processing, spreadsheet, presentation, email) and telephones.
- Ability to research and interpret applicable regulations.
- Knowledge of custom reporting tools including Tableau, Looker, Power BI, or Qlik a plus.
- Ability to work in a fast-paced environment.
- Must work well under pressure.
- Must be flexible and able to multi-task.
- Must be solution-focused and organized in achieving objectives with all service users.
- Must have analytical, strategic, critical thinking skills for effective problem-solving.
- Must be able to motivate and organize self to complete tasks with service users.
- Ability to maintain confidentiality in all aspects of the work environment.
- Ability to work as part of a team or independently.

Working Conditions:

- Work is performed primarily within an office setting.

Physical Requirements:

- Must be able to read, write, speak, and comprehend English.

- Regularly required to, stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone.
- Ability to read computer screens and printed documents.
- Ability to hear well enough to communicate with colleagues and stakeholders.

NOTE: This job description is intended to describe the general nature and level of work to be performed. It is not intended to be a complete list of all responsibilities, duties, and skills required of the employee performing this job. Furthermore, this job description does not establish a contract of employment. SPEH may change job descriptions at any time, with or without notice as needs require.