**System Coordinator Job Announcement**
**Homeless Management Information System (HMIS)**

**TITLE: System Coordinator**
**REPORTS TO: Systems Implementation Manager II**
**STATUS: Exempt, salaried, full-time**
**LOCATION: Chicago, Illinois**

**ABOUT ALL CHICAGO:**
On any given night, more than 6,000 Chicagoans don't have a place to call home. Tens of thousands more are just one unexpected setback away from joining them. All Chicago believes that these are our neighbors, this is our community, and together we can ensure that all of us have stable and secure homes. **All Chicago effectively combines immediate resources with long term strategies to address the complex issue of homelessness through three signature programs: Chicago Alliance, Emergency Fund and the Learning Center.** To learn more about All Chicago, please visit www.allchicago.org.

**Position Summary:**
The System Coordinator is a key member of the HMIS team, which manages Chicago's Homeless Management Information System (HMIS). HMIS is a federally mandated database that contains data on people experiencing homelessness and the services they receive. The primary responsibility of the System Coordinator is to support users of HMIS with their Helpdesk tickets and assist with database administration. This position will work closely with the HMIS team to learn the system and support our collective goals. We strive for excellence in customer service and this position will play an integral role in ensuring users and agencies have a seamless experience with training, entering data, and accessing support through the Helpdesk.

Position responsibilities and work volume will be established and evaluated through ongoing supervision, annual reviews, and the development of an annual professional development plan.

**Specific Responsibilities:**

*Helpdesk and Technical Assistance – approximately 45% of the job*
- Respond effectively and professionally to inquiries, complaints, or concerns, as presented by staff, persons of lived experience, service providers, and other stakeholders.
- Maintain a high level of customer service when interacting with users.
- Proactively address system issues and raise concerns to management, as needed.
- Analyze and problem solve basic and consistent helpdesk issues with service providers.
- Maintain the system's resource knowledge base and identify new resources that are needed.
- Become proficient in the Helpdesk software and identify areas for improvement.

*System Administration & Support – approximately 35% of the job*
- Gain proficiency in basic database administration functions to support and maintain system set-up.
- Ensure service providers are in compliance with the HMIS agreements and execute the yearly renewal process.

- Ensure all HMIS documents are current and consistent with the departments communication plan.
- Assist with all related administrative tasks to help staff the necessary committees and user groups.
- Develop templates, take notes, create tools, assist with applications and other tasks as assigned.
- Schedule, plan meetings and appointments.

*System Training and Communications – approximately 20% of the job*
- Develop familiarity with current Data Standards, homeless services approaches and other relevant topics through independent study, relevant workshops, and conferences.
- Work very closely with the Implementation Manager to understand training needs and ensure users receive adequate information.
- Design training materials and workflow documents to aid users in understanding the system.
- Provide training on system security features and ensures service providers are in compliance with all data quality processes and procedures.
- Work closely with the Communication departments to assist in developing departmental marketing materials and communication to ensure accuracy and consistency of messaging.

*Other Tasks - approximately <2% of the position*
- Keep current on trends and best practices in trainings and develop tools as needed
- Actively participate in Staff and department meetings.
- Other duties as assigned.

**Qualifications:**
Successful candidates will demonstrate commitment to preventing and ending homelessness in Chicago and will have the following:
- Minimum of a Bachelor's Degree in Information Systems, Computing, Social Sciences or a related field.
- Good understanding and competency in relational database management systems.
- Two years of demonstrated experience with databases and a willingness to learn system administration functions.
- Good working knowledge/skills with Microsoft Office products including, but not limited to Excel, Word, PowerPoint, Outlook, and Access.
- Excellent communication skills; ability to convey information in a clear and concise manner.
- Self-motivated with the ability to prioritize, meet deadlines and manage changing priorities.
- Proven ability to be flexible and work hard, both independently and in a team environment.
- Willingness to work occasionally outside of normal business hours and to take on more responsibilities as assigned.
- A strong work ethic, integrity, and the highest ethical standards are expected.
- This position may require out of state travel approximately two times a year.
- Passion for inclusivity and diversity, and interest in being part of a multicultural team

**Work Environment**
- Work place is a smoke- and drug-free environment.
- Intermittent travel to off-site locations required.

- Position requires frequent and regular computer and phone use.
- This position requires attendance during regular business hours from 9am to 5pm, Monday through Friday. Occasional night and weekend hours are required a few times a year.
- All Chicago is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. All Chicago does not discriminate against any individual with respect to the terms and conditions of employment based on that individual's race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, general identification, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. All Chicago is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.

**Compensation**
- Salary is in the $36,500 - $42,000 range, commensurate with experience. Comprehensive benefits package (with some employee contributions) includes medical, dental, vision insurance, and disability. Employer-matched retirement plan. Generous paid leave.

**To Apply:**
- Please submit cover letter, resume, and salary range requirement to **systemcoordinator@allchicago.org**
- Please write your name (last, First) in the re: line of your email.
- Incomplete applications will not be considered. Applications will be accepted until position is filled. Position begins as soon as possible. No phone calls, please.