



Institute for Community Alliances Minnesota HMIS Implementation

Job Title: Minnesota HMIS Helpdesk Specialist

Status: 12-month contract position, full-time, exempt, with comprehensive benefits

Reports to: Manager, System Administration

Salary: \$40,000-\$50,000 for the 12-month period, commensurate with experience

Location: Twin Cities

SUMMARY

The Institute for Community Alliances (ICA) is a nonprofit organization that administers Minnesota's Homeless Management Information System (HMIS), the database that collects client-level data on homelessness in the state. The HMIS Helpdesk Specialist is primarily responsible for providing technical support to homeless service agencies via the HMIS Helpdesk.

ESSENTIAL FUNCTIONS

- Provide Helpdesk-based technical support to end users of the HMIS
- Clean up Helpdesk metadata (e.g., question type or user region)
- Develop user support content to add to the Helpdesk knowledge base
- Develop or maintain current knowledge of homeless assistance programs and related initiatives
- Gather basic statistics from Helpdesk software (Help Scout)
- Produce recommendations for improving Helpdesk processes, including use of Help Scout software
- Review Help Scout training materials and write memos for ICA staff to capture salient points
- Perform other duties as needed or assigned

MINIMUM QUALIFICATIONS AND REQUIREMENTS

Experience and Education:

- Bachelor's degree from an accredited four-year college or university (preferred)
- One to three years of customer service experience, at minimum
- One to three years of experience working in homeless services, preferably with experience using HMIS
- Minimum of two years of experience in a position with a high degree of job independence and responsibility

Ability to:

- Adapt to new situations and learn quickly

- Define problems, collect data, establish facts, and draw valid conclusions
- Effectively present information and respond to questions from partner agencies, end users, governmental entities, and other stakeholders
- Get along and work effectively with others
- Provide technical support to individuals with varying levels of technical knowledge
- Understand several abstract and concrete variables
- Understand the evolving role of data and its importance to efforts to end social problems
- Work effectively with people from diverse backgrounds
- Work in an occasionally stressful environment, handle multiple tasks simultaneously, and meet established deadlines

Knowledge of:

- Basic office equipment and technology
- Current database software: ServicePoint (a plus)
- Database software
- HMIS software (strongly preferred)
- Microsoft Office Suite

Other requirements:

- A valid driver's license and proof of current insurance

HOW TO APPLY

Candidates of diverse backgrounds are strongly encouraged to apply. Please send a cover letter and resume to Demetri Vincze, Minnesota HMIS Project Director, at opportunities@icalliances.org.