

Community Rebuilders

Job Description

Homeless Management Information System and Systems Coordinator

Department: Data and Technology

Reports To: Chief of Data and Technology

Supervises: No regular direct reports. Coordinates assigned users, technical providers and approved support resources without independent personnel authority.

Fair Labor Standards Act Classification: Nonexempt

Employment Status: Full-time

About Community Rebuilders

Community Rebuilders is a mission-driven nonprofit organization dedicated to ending homelessness and creating opportunities for lasting housing stability. We partner with people to build on their strengths, respect their choices and connect housing with the resources and relationships that support their goals. Our work brings together housing, employment, supportive services, community partnerships, data and technology. We use public and private resources responsibly and learn from our results to improve services and strengthen our community.

Position Summary

The Homeless Management Information System and Systems Coordinator helps staff use agency information systems accurately and effectively. The position maintains the access, reporting support and equipment coordination needed for dependable daily work.

The coordinator works with program staff, agency leaders and authorized technical providers to resolve routine problems and bring larger issues to the appropriate decision maker. The role carries out Community Rebuilders' responsibilities as a participating agency within delegated authority.

Position Purpose

Keep assigned systems accurate, secure and available so staff can serve participants and meet reporting requirements.

Reporting Relationships

Reports To: Chief of Data and Technology

Supervises: No regular direct reports. Coordinates assigned users, technical providers and approved support resources without independent personnel authority.

Key Internal Partnerships: Chief of Data and Technology; program and department leaders; Director of Quality and Evaluation; Training and Practice; Finance; People and Workplace Operations; and assigned equipment backup staff.

Key External Relationships: Community and statewide information system administrators, approved software and technology providers, equipment vendors and authorized data partners.

Essential Functions

System Administration and Access

- Administer the agency's participation in the Homeless Management Information System, including user authorization, required training and agreements, role changes, access reviews and access removal when staff leave.

- Submit complete access requests to authorized administrators and verify that the access provided is correct. Keep user and license records current, report access risks or removal delays promptly and act within delegated permissions.

Project Setup and Data Quality

- Keep project information current, including funding categories, responsible leaders, operating periods, required data and reporting obligations. Coordinate approved system and workflow changes and check that they are ready for use.
- Check records for completeness, accuracy, timeliness, duplicates and inconsistencies. Identify who needs to make corrections, support authorized changes and verify the results. Program staff remain responsible for the accuracy of source information.
- Identify repeated problems and help the agency respond to changing data standards and reporting requirements. Bring significant or unresolved concerns to program leadership and the appropriate division leader.

Reporting and Information Sharing

- Produce or support assigned federal, state, local, private and organizational reporting using documented definitions, source records, validation and approval. Maintain reliable report methods and delivery schedules with the Chief of Data and Technology and grant administration.
- Provide authorized agency contributions to community data collection, housing inventory, system performance and coordinated entry reporting. Coordinate agency data preparation and staff instructions with program leaders; community submission authority remains with the authorized system lead.
- Protect information during reporting, imports, exports and transfer. Confirm the sharing authority, intended recipient and necessary data before release and retain required evidence.

User Support and Training

- Help users resolve access, data, training, setup and technical problems. Refer unresolved issues to qualified providers and keep staff informed until resolution is confirmed.
- Provide orientation, instructions and refresher support for assigned systems. Coordinate formal training with Training and Practice and supervisors, and use recurring questions to improve guidance and workflows.

Technology Purchasing and Equipment Records

- Coordinate approved purchases, receiving, inventory, distribution, returns and replacement planning for computers, phones, licenses and related equipment. Obtain technical and spending approvals before commitments and maintain complete transaction and assignment records.
- Coordinate secure setup, repair, reuse and disposal with authorized technical support. Reconcile equipment and licenses, resolve or escalate discrepancies and provide Finance the records needed for payment and financial asset accounting.
- Coordinate staff equipment and access transitions with People and Workplace Operations and supervisors. Train designated backup staff in approved recordkeeping and handoff procedures.

Technology Support and Backup Coverage

- Administer assigned software and routine system services within approved authority. Keep support contacts, renewal dates, operating instructions and records of significant changes current.
- Support testing, authorized changes and recovery exercises with qualified technical providers. Follow community system permissions and agency privacy and security requirements.
- Report suspected security incidents, significant data problems and service interruptions promptly. Maintain instructions and backup arrangements so another qualified person can continue essential support.

Leadership Responsibilities

- Provide clear guidance, responsive service and dependable follow-through. Help users build their skills and take responsibility for accurate records and appropriate system use.
- Coordinate assigned work and approved backup support, share knowledge and recommend improvements. Personnel supervision remains with the designated manager unless separately assigned.
- Model respectful, strengths-based communication, confidentiality and early escalation of problems.

Financial and Administrative Responsibilities

- Maintain accurate equipment, licensing, warranty, renewal, purchasing and receipt records. Support budget planning and flag upcoming commitments or avoidable costs.
- Place orders or make commitments only after required authorization. Finance retains funding approval and payment controls; the Chief of Data and Technology establishes technical standards and priorities.
- Maintain complete access, training, service and change records and accurate time allocation for work supported by different programs or funding sources.

Minimum Qualifications

- Bachelor's degree in a relevant field and at least three years of relevant experience.
- Experience supporting a shared database or participant information system, including user access, technical assistance, data quality checks and reporting.
- Strong spreadsheet, documentation and problem-solving skills; ability to teach users with different levels of technical experience and maintain accurate equipment and access records.
- Demonstrated care with confidential information, competing deadlines and work requiring approval or escalation.

Preferred Qualifications

- Experience administering a Homeless Management Information System or a comparable participant information system.
- Experience with program reporting, user training, technology equipment, vendor coordination or system improvement.

Knowledge, Skills and Abilities

- Understanding of participant information systems, user access, project configuration, data quality and reporting.
- Ability to diagnose problems, determine urgency and coordinate resolution across users and technical providers.
- Ability to explain requirements clearly, teach practical skills and support users with varied experience.
- Strong recordkeeping, confidentiality and resource stewardship judgment.
- Ability to manage competing requests, recognize authority limits and maintain dependable backup instructions.

Physical Requirements

Ability to perform the essential functions of the position with or without reasonable accommodation. Work includes using computers and office equipment, reviewing information, communicating with others and participating in meetings. Reasonable accommodations are considered through Community Rebuilders' established process.

Working Conditions

Work takes place in professional office, program, community and approved remote settings as responsibilities require. Travel to agency or partner locations and occasional schedule adjustments may be necessary for meetings, deadlines, planned system work or urgent needs. Remote work and work schedules are subject to approval and organizational needs. Employees handle confidential information and follow agency requirements for privacy, security and respectful conduct.

Disclaimer

This job description describes the general nature and level of responsibility assigned to the position. It is not an exhaustive list of activities and does not create an employment contract or independent legal authority. Community Rebuilders may adjust assigned programs, departments, staff and related responsibilities as funding, contracts and organizational priorities change. Employees exercise delegated authority under approved policies. Substantial changes in scope will be reviewed for workload, qualifications, classification, compensation and supervision. Community Rebuilders provides equal employment opportunity and reasonable accommodation.

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