



Family Promise of Spokane

IT & Data Technician Internship

Last Updated: 1/15/2020

OVERVIEW: We are looking for a friendly, organized, and self-directed candidate to fill the IT Manager Intern position. A successful IT Manager Intern will be able to ensure data quality while also analyzing data and creating systems that enable Family Promise Executive Staff to gain insights into the daily operations of all programs ran by Family Promise of Spokane(FPS).

POSITION DUTIES

The IT Manager Intern will serve as an extension of the IT Manager to ensure timely and accurate HMIS data tracking and reporting.

- Assist IT Manager in developing and coordinating HMIS process and strategy.
- Provide accountability and support for monthly HMIS quality reports.
- Provide up-to-date HMIS data to be presented at weekly staff meetings
- Troubleshoot HMIS problems, escalate into HMIS work ticket if unable to resolve
- Run periodic HMIS data quality reports to ensure reporting timelines are met.
- Run various reports for Executive team to facilitate requirements for grant applications
- Keep track of services entered and delegate to HMIS team as needed
- Assist with General oversight of HMIS team, including periodic meetings with team and trainings as needed.
- Assist HMIS team with data entry
- Work with Executive Director and executive staff with various software/technology pilot programs
- Spend approximately 1-2 hours per week in research and development to explore new technologies and methods of making HMIS data entry more timely and/or efficient
- Track and report time spent by entire HMIS team on HMIS related activities
- Periodically analyze FPS Data with a specific focus on recognizing trends to facilitate the ability of the Executive staff to foresee and adapt to trends
- Assist IT Manager with installation and maintenance of modems, switches, DVRs, cameras, computers, laptops, etc, etc as needed by the organization

SKILLS

An Ideal IT Manager Intern candidate is:

- Organized. Has a high attention to detail and loves to create structure.

- A communicator. Has a great handle on the English language and can communicate effectively and professionally(in person, over the phone, via email, instant messengers, etc)
- Focused. Thrives both in taking direction and being self directed.
- A quick learner. Can speedily pick up HMIS and other computer software.
- A strategic thinker. Can create processes and systems for efficiency.
- Creative. Can create new ideas for development and be a great sounding board.
- Friendly. Builds relationships with staff, guests, city representatives and our HMIS team.
- Fully capable of utilizing various tools in Microsoft Excel to take raw data and present accurate, usable data via filters, sorting, and/or pivot tables.
- Proficient with Microsoft Powerpoint (or other presentation software) to create various/sporadic presentations for HMIS team and/or other FPS staff.
- Knowledgeable in various programming languages such as: SQL (for database management) HTML/CSS (for creating graphical user interfaces to access databases)

QUALIFICATIONS & PREFERRED EXPERIENCE

- Demonstrated knowledge of computers and information technology
- Able to navigate and troubleshoot various makes and models of PCs/Laptops
- Proficient in Windows/Linux/Mac
- Demonstrated knowledge in Microsoft Office (Excel, Word, Powerpoint, Access)
- COMP TIA+ certification and/or 2+ years working in the IT field
- Experience in HMIS data entry and reporting
- Proficient in Microsoft Power BI
- Previous employment as a social worker
- Knowledge of Python programming language

STRUCTURE: An IT & Data Technician works directly with the IT Manager. Family Promise is seeking an intern to spend 10 hours per week (minimum) at various locations. An IT & Data Technician Intern will be expected to meet weekly with the IT & Data Technician.