DATA ANALYST I

The Regional Task Force on Homelessness (RTFH) is a non-profit membership organization with a 31 member Board. We are the homeless policy expert and lead coordinator for the introduction of new models and implementation of best practices for the San Diego Region. We provide essential data and insights on the issue of homelessness, informing policy and driving system design and performance. This includes managing the Homeless Management Information System, conducting the Annual Point-In-Time Count, and implementing the Coordinated Entry System.

The RTFH is the regional Continuum of Care (CoC), an integrated array of stakeholders tasked with strategic planning and coordination of resources to strengthen our collective impact. Leveraging the comprehensive resources of the CoC, the RTFH has become a singular organization with a singular vision: to end homelessness in the San Diego region.

PURPOSE:

Provide systems administration, technical customer support, reporting assistance, data analysis, and training for users of the San Diego region's Homeless Management Information System (HMIS.)

ESSENTIAL FUNCTIONS:

1. Quickly acquire and maintain an in-depth understanding of the HMIS, from both an operational and end-user perspective.

2. Troubleshoot time-sensitive data quality and security issues.
3. Provide accurate and efficient phone, and/ or on-site, technical support.
4. Assist in developing and implementing HMIS policies and procedures.

5. Develop and revise forms, tools, and guides for internal and external use.

6. Plan, coordinate, and provide small and large group hands-on training sessions for service providers.

7. Design and develop user-friendly training documentation.

8. Plan, coordinate, and present HMIS demonstrations to new agencies and community collaborations.

9. Generate customer required canned and custom reports for service providers.

10. Provide general administration of the HMIS implementation; including agency account set-up, system monitoring, and testing, problem diagnosis and resolution, and routine software maintenance.
11. Provide data analysis for programs to measure the performance of the service providers.
12. Other duties and special projects as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

• Data Standards and their implications for data management and reporting, HUD and Housing specific a plus

• General Relational database management and database architecture

• Intermediate to advanced skill in excel

- Reporting software packages, such as Looker and Tableau

- Office software suite

- Telephone, office and online etiquette
Excellent Skills in:

- Attention to detail and organization
- Oral and written communication

- Customer service and relationship building

- Presentation and training

Ability to:

- Meet critical deadlines

- Design and produce technical documentation

- Solve complex problems and issues individually or as part of a team

- Interpret and accurately implement a variety of instructions and regulations

- Communicate effectively with persons of various social and economic backgrounds, including homeless

- Work independently with minimal supervision

EDUCATION AND EXPERIENCE:

- *Qualifying education/experience:*
  1. A Bachelor's degree from an accredited U.S. college or university or a certified foreign studies equivalency in information technology, business administration, public administration, urban studies/planning, social work or other closely related fields, AND, one year of progressive professional experience in information technology; including experience with data analysis, statistical software, and reporting packages.

  OR

  2. A minimum of four years of progressive professional experience in information technology; including experience with data analysis, statistical software, and reporting packages.

Note: Experience working with nonprofit organizations and/or community collaborations is a plus.

PHYSICAL DEMANDS:

The physical demands here are representative of those met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to hold objects, writing instruments, the telephone, or files; and talk and hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to chemicals such as cleaning supplies and office products. The noise level in the work environment is usually moderate. The temperature in the work environment is maintained at a reasonable level.

Full-time exempt position within the salary range of $46,500-$52,000. Benefits package includes medical, dental, vision, and life insurance, SIMPLE IRA, and paid time off.

Our organization offers a business casual work environment with a talented and friendly team.

If you are qualified and interested in this position, please reply to this post. **Send a cover letter with pay requirements.** Be sure to include the job title in the subject line of your email.

RTFH is an Equal Opportunity Employer.

Job Type: Full-time

Pay: $46,500.00 - $52,000.00 per year

COVID-19 considerations:
All staff members are currently working from home due to COVID-19.