



Job Title	Data & IT Operations Coordinator
Reports To	Chief Operating Officer

Job Purpose

The Data & IT Operations Coordinator interfaces with a wide range of staff in carrying out IT and related functions for the organization. This position supports the Chief Operating Officer by sharing oversight of functions pertaining to IT operations, managing assigned projects, and collaborating with the organization's contracted Managed Service Provider (MSP). Additionally, the successful candidate will be responsible for daily functions pertaining to maintenance and operation of the organization's data systems, including data entry and validation, analysis and report generation, troubleshooting and system improvement. Reports to Chief Operating Officer.

Duties and Responsibilities

- Assist with IT functions as assigned, collaborate with contracted MSP, and supplement contracted help desk function as needed
- Manage assigned IT projects in collaboration with internal teams and contractors, ensuring accurate project scoping, adequate staff training and support, and implementation of monitoring procedures to ensure goals are successfully achieved
- Collaborate with communications and programmatic teams and website vendors to support the IT component of organizational websites
- Collaborate with MSP and organizational management to ensure accurate records of all software and IT equipment, including passwords, permissions and related documentation
- Assist organizational leadership and program teams in the establishment of procedures to ensure accurate and timely data entry and management, and complete data entry as needed
- Generate customized reports as needed, collaborating with program leaders to develop standardized reporting and data analysis
- Troubleshoot data-related problems and coordinate needed maintenance or modifications
- Work collaboratively with COO, contractors and internal teams to develop strategies that optimize IT operations and promote statistical efficiency and data quality
- Complete other Data, Operational, and IT duties as assigned

Qualifications

- Degree in related field is preferred but not required
- Experience with CRM tools, Salesforce preferred
- Outstanding organizational skills and attention to detail
- Ability to prioritize, multi-task and juggle numerous activities
- Strong self-leadership and critical problem-solving skills
- Ability to work independently or in a team-oriented, collaborative environment
- Microsoft Office Suite or equivalent
- Flexibility and ability to respond to changing circumstances and expectations

Position Classification

Full time (40 hours/week), hybrid, non-exempt and benefits. Benefits include vacation, sick, personal, and holidays, life insurance, short-term and long-term disability, 403(b) retirement plan, medical, dental and vision insurance, health savings account, and mileage reimbursement.

General Conditions

- Monday – Friday generally, with ability to flexibly perform activities weekends and evenings
- Ability to sit or stand for prolonged periods
- Must be able to lift-up to 25 pounds at times
- Valid driver's license, reliable transportation, and active automobile insurance coverage
- Home office or designated space to conduct confidential business including secured access to high-speed internet.

Compensation

\$60,000 - \$72,000 range

Location

State of Maryland

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