DELTA SIGMA THETA SORORITY, INC.
A Service Sorority
Grand Chapter

VACANCY ANNOUNCEMENT
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TITLE: Coordinator, Technology Services

DEPT: Technology Services

WORKSITE: 1707 New Hampshire Ave., N.W. Washington, DC 20009

SCHEDULED HOURS: Full-time, 40 hours per week

FLSA CLASS: Exempt

SALARY: Commensurate with experience, plus benefits

REPORTS TO: Director, Technology Services

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POSITION PURPOSE AND SUMMARY

The Coordinator position will work extensively with the Technology Director to plan, report on and control project tasks to ensure timely delivery of quality deliverables. S/he will serve as the primary resource on all technology initiatives relating to the organization's database (iMIS). The Coordinator will interact with users to promote information sharing, provide timely answers, and ensure informational integrity and reliability.

DUTIES AND RESPONSIBILITIES

1. Works extensively with Technology Director to plan, report on and control project tasks to ensure timely delivery of quality deliverables.
2. Prepare and execute annual plans including budgeting, prioritization and justification.
3. Review the organization's current technology platforms, assessing new technology options against the organizations goals and objectives, and developing and implementing a technology plan that ensures the systems and technology are well-integrated throughout all programs and operations.
4. Collaborate with senior management to define requirements for new technology implementations.
5. Interact with users to promote information sharing, provide timely answers, and ensure informational integrity and reliability.
6. Works with end users to determine approach to address identified issues.
7. Provides functional assistance to end users via help desk services.
8. Monitors system processes to ensure accuracy of data posting.
9. Provides expertise on data and knowledge management to ensure that staff has information they need to perform their jobs effectively.
10. Coordinates with staff to run queries, to identify data discrepancies and to ensure integrity of data.
11. Analyzes requests to determine appropriate methods to retrieve data.
12. Verifies and maintains accurate data in the master and control files of the databases.

13. Provides support in the development and implementation of web services dependent on integration with the database.
14. Updates master and control files as needed.
15. Conducts front-end web development using the RiSE application system.
16. Works with software vendor(s) to insure accuracy of application delivery and processing.
17. Directly supervises the Information Analyst.
18. Performs supervisory role for the department in the absence and alongside with the TS Director.
19. Performs other duties as assigned.

REQUIRED QUALIFICATIONS

1. Bachelor's Degree in Computer Science or related field with at least three to five years of proven experience in management and/or
2. Knowledge of all aspects of software design, development and support.
3. Experience with database management.
4. Strong Knowledge of Windows Operating System
5. Experience with data analysis and conversion activities such as interpretation of data files, preparation of mapping documents and verification of results to assure complete and accurate conversion of data.
6. Knowledge and experience with SDLC
7. Excellent written and verbal communications.
8. Self-motivated and pro-active; looking for solutions rather than waiting to be tasked
9. Proven track record of success as a team leader on development projects.
10. Ability to analyze and resolve novel, complex issues with a resourceful, "can-do" attitude.
11. Ability to handle multiple tasks, take on new responsibilities and prioritize work in a dynamic, sometimes deadline-driven environment.
12. Responsible, reliable and able to work with minimal supervision

QUALIFICATIONS CONSIDERED A PLUS

1. A Master's degree in Computer Science, Computer Networking, or Information Technology or a related degree from an accredited college or university.
2. One to two years supervisory experience
3. Experience with iMIS or other membership database software.
4. Experience working for a non-profit organization.
5. PMP certified

WORKING CONDITIONS

1. Work performed in an office environment.
2. Must be able to work after normal business hours and weekends when necessary to complete work demands, especially when assisting with preparing for a meeting or event.
3. Must be able to travel to out-of-town meetings, regional conferences, national conventions and event locations.

4. Performs duties in a sedentary environment; however, the work may require the incumbent climbing up and down stairs; bending and stooping and exerting 10 pounds of force in lifting, carrying, pushing, pulling or otherwise moving files and other materials.