

**COMMUNITY TEAMWORK, INC.**  
**POSITION DESCRIPTION**

**TITLE:** **HOUSING INFORMATION SYSTEMS MANAGER** , GRADE 7  
Rental Assistance Program  
Division of Housing and Homeless Services

**DIRECT REPORT TO:** DEPUTY ASSOCIATE DIRECTOR  
**STATUS:** Exempt, Full Time

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**POSITION SUMMARY:** The Housing Information Systems Specialist is responsible for the implementation, development, maintenance, and operation of information and reporting systems in Tracker Inc. software and any associated software.

**RESPONSIBILITIES:**

**General**

- Ensure the successful implementation and use of the Tracker Inc. (TSI) software system.
- Analysis of data, record keeping and reporting requirements and the development of processes that ensure the most efficient and effective data management systems that meet the agency needs.
- Ensure that day to day database activities are in compliance with all state and federal reporting guidelines, including PIC and SEMAP.
- Manage vendor relationship in compliance with the software vendor maintenance contract
- Facilitate Tracker support to ensure that all database related communication with Tracker is centralized and monitor open support e-mails and phones calls until they are resolved.
- Develop training materials and documentation.
- Assess staff training needs and provide appropriate training to end-users.
- Develop design requirements and specifications for modifications to software systems.
- Troubleshoot, along with IT staff, printing, security, network connection, hardware and software/server issues.
- Supervise Information Systems staff
- Other duties as assigned.

**Specific Trackers-related setup/support/maintenance**

- Responsible for the installation of all TSI modifications and upgrades and their integration into the CTI IT environment.
- Attend all TSI Trainings and actively participating in the Tracker User Group
- Facilitate the distribution of information and materials to appropriate staff
- Maintain all WL, S8 and Inspection Action tables and related documents.
- Perform caseload Reallocations
- Ensure maintenance of Utility Allowance, APS, Income Level and other tables as required ensuring that Trackers tables are up to date with HUD and DCHD published information.
- Provide related set-up, support, and maintenance of all TSI support tables

**QUALIFICATIONS:**

- Bachelor's Degree in database management or related field.
- Five years relevant experience with complex database & reporting systems.
- Knowledge of basic Crystal Report competencies sufficient to be able to modify existing reports for internal use.
- Related experience in Section 8 HCVP, PBV, Mod Rehab and other DHCH-funded housing programs preferred.
- Strong organizational and time management skills.
- Excellent verbal and written communications skills