



CONARD HOUSE ADMINISTRATIVE OFFICES

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JOB ANNOUNCEMENT **PLEASE POST & CIRCULATE**

POSITION: Client Information Services [CIS] Support Technician

SALARY: \$36,000 Annualized, Full-Time (40 hours per week)

THE ORGANIZATION: Conard House, Inc. is a non-profit organization striving for cultural competency in developing services to help a diverse population of adults self manage their mental illness.. The position is with our Client Information Services (CIS), a unit of the Accounting Department. CIS manages a intra-agency network of 4 servers, over 60 computers and associated peripherals utilized by over 100 staff at 13 sites within San Francisco and interfaces with City database systems to record and report client service information. Conard House, Inc. is an equal opportunity employer, committed to affirmative action in all hiring.

QUALIFICATIONS:

Minimum 2 years program service data entry.
Experience in an IT team as part of a support desk environment.
Excellent verbal and written communication skills.
Ability to convey technical information effectively to diverse staff.
Knowledge and capability to utilize remote desktop assistance.
Well organized, attentive to detail, and timeliness to meet deadlines.
Ability to travel to program sites within San Francisco and ability to go up and down stairs.
All applicants must successfully complete a background check and reference survey.

RESULT:

The Client Information Services [CIS] Support Technician will ensure that client information is entered into the City's informational database and in-house databases in a timely and accurate manner and produce reports as required relating to client information. Maintain secure electronic environment for client fiscal and service records according to organization and HIPPA/Medi-Cal standards. Provide support to staff on the technical aspects of staff interface with external billing information database for City contracts.

DUTIES:

Prepare and maintain desktop system configuration, documentation, and provide end-user training.
Act as a first point of contact to assess or resolve desktop and network issues, escalate service requests as needed, and provide on-site technical support when necessary.
Maintain service log and equipment inventory.
Establish workstations, users, email and appropriate company systems on the network. Update users regularly adding and removing as required.
Conduct trainings related to the client data systems.
Print and distribute as requested, monthly, quarterly annual and other reports.
Assist CIS Manager with organization network.

People from culturally diverse backgrounds are encouraged to apply.

Prefer E-mail resumes to jobs.CIS@conard.org

Open until filled

More information at conard.org

job announcement/CIS ST 2010