



***Smart Beginnings of Martinsville and Henry County  
Software Support Specialist***

**Software Support Specialist Responsibilities:**

1. Provide oversight and administration for in-house data management system. This will include, but not limited to data entry; monitoring performance and managing parameters to provide fast query responses to front-end users; verifying the integrity of data, and ensuring security of sensitive information within the database.
2. Provide technical assistance to staff and partners in navigating and using data system, including establishing the needs of users and monitoring user access and security.
3. Create user and technical guides and conduct training classes for database end-users.
4. Provide vital support to the organization by efficiently utilizing database to access information in a timely and proficient manner for case management, evaluation and reporting.
5. Assist supervisor with compiling outcome and output data as required for funding proposals, annual report and other functions as required.
6. Monitor the efficiency of the data system and work with contracted vendor on system repairs and enhancements, as needed.
7. Other duties as assigned.

**Position Requires Skills and Ability to:**

- Accurately compile, analyze and interpret data
- Communicate effectively in both oral and written forms
- Interact with users and office staff in non-technical, clear terms
- Assist staff with difficult technical tasks, including the creation of specialized reports
- Develop and maintain productive working relationships within organization and with public and private agencies
- Set priorities and organize work to meet strict deadlines
- Proficiently use Microsoft Office suite (strong focus on Access), have a good understanding of programming languages, along with an ability to adapt to changes in technology
- Prepare and maintain clear, accurate, complete and timely records and reports

**Education/Experience**

- Any combination of education and work experience in software support and reporting totaling two years
- High level Microsoft Office Suite skills (working knowledge of Access a plus) with a willingness to learn additional software, as needed
- Excellent mathematical and reasoning skills



**SMART  
BEGINNINGS**

*Martinsville & Henry County*

**Ready for School. Ready for Life.**

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**Physical Demands**

The physical demands described here are representative of those that must be 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 finger, handle, or feel; and talk or hear. The employee frequently is 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 25 pounds. Specific vision abilities required by this job include close vision, and distance vision

Hours & Salary

Part-time position (25 hours per week) with full-time potential. Salary will be commensurate with qualifications and experience.

**Application Deadline: September 30, 2011.**

**Application Package**

- Cover Letter
- Application Form
- Resume

Application package should be sent via e-mail to: [Sheryl@smartbeginningsmhc.org](mailto:Sheryl@smartbeginningsmhc.org)