



Partners in Housing Partners in Community

Job Title: Information Data Specialist
Reports to: MIS Coordinator
Department: Accounting
Location: 1600 Kansas Avenue
Status: Exempt
Salary Range: \$48,006.40 to \$72,072.00
Pay Grade: 6
Revision: February 2026

General Statement

Summary: Provides front-line technical support to end users by diagnosing, troubleshooting, documenting, and resolving computer hardware, software, and system issues. Assists with installation, configuration, maintenance, and repair of workstations, applications, and peripheral devices to ensure reliable technology operations and minimal downtime. Responsible for onboarding new employees by setting up user accounts, devices, and system access. Manages and supports Cisco VoIP phone systems and wireless access points while delivering timely service, clear communication, and accurate documentation.

Duties and Responsibilities

Primary Duties:

Provide technical support and troubleshooting for end users of Raise Up's Public Housing software.

Troubleshoot hardware and software issues on computers, laptops, and peripheral devices.

Deploy, configure, and install new computers and equipment across administrative locations.

Diagnose, repair, upgrade, and reimage outdated or compromised systems.

Onboard employees by creating user accounts, email access, system credentials, and Cisco phone configurations.

Maintain user records and update system information as needed.

Manage user account setup and access in HUD's EIV system.

INFORMATION DATA SPECIALIST

Maintain and update form letter templates across multiple systems.

Assist with maintenance and updates of the Raise Up website.

Maintain computer equipment and fixed asset inventories.

Lead procurement, setup, and configuration of new technologies as directed.

Upload weekly HUD Form 50058 data for Public Housing and Housing Choice Voucher programs.

Secondary Duties:

Provide temporary coverage for accounting, administrative staff, and MIS Coordinator as needed.

Obtain product quotes (printers, headsets, cartridges, etc.) as requested.

Perform other related duties as assigned.

Qualifications

Education/Experience: Associates degree in computer-related field or three (3) years of experience as a computer help desk technician.

Language Skills: Ability to communicate effectively with staff and users.

Mathematical Skills: Basic math skills.

Reasoning Ability: Strong problem-solving skills.

Computer Skills: Ability to learn and use required software programs.

Certificates, Licenses, Registrations: Must possess and maintain valid Ohio driver's license and be insurable by Raise Up's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment.

Knowledge, Skills, and Abilities

Must pass drug/alcohol screen, employment reference, and criminal history background check.

Self-motivated with the ability to work independently.

Strong organizational and time-management skills.

Proficient in Microsoft Word, Excel, and Outlook (SharePoint a plus).

Strong data entry and database maintenance skills.

Ability to become proficient in Raise Up software.

Ability to interpret HUD regulations and guidance.

Ability to understand processes across departments.

INFORMATION DATA SPECIALIST

Ability to explain policies and procedures clearly.

Strong daily problem-solving ability.

Excellent attention to detail and accuracy.

Ability to work with a diverse population.

Strong customer service and communication skills.

Ability to maintain confidentiality.

Spanish language skills a plus.

Physical Demands/Work Environment

Physical Qualifications: 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 essential functions of this job, the employee is frequently required to sit, talk, see, and hear. The employee frequently performs repetitive motions of the wrist, hands, and/or fingers, primarily while using a computer. The employee is occasionally required to stand and walk; ascend and descend stairs; reach with hands and arms; climb, balance, kneel, bend, stoop, crouch, or twist; finger, grasp and handle objects. The employee must occasionally lift, push, pull, and/or move up to 25 pounds, up to 20 pounds frequently. The noise level in the work environment is usually quiet and occasionally moderate with typical office sounds and conversations of others able to be heard throughout the office area. Work is performed in a typical office environment with occasional exposure to dirt, dust, and outdoor temperatures.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While installing or servicing computers, peripheral equipment, phones, etc., the employee may be frequently exposed to outdoor temperatures or dirt and dust and will be required to frequently ascend/descend stairs, walk, balance, crouch, crawl, kneel, stoop, twist, and stand. The employee will also be required to frequently grasp, finger, handle, pull, push, reach for, and lift objects.

ADA/EEO Compliance

The Raise Up is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.