

JOB DESCRIPTION

IOWA STATE ASSOCIATION OF COUNTIES

ICACMP Program Support Specialist

All resumes due by September 30, 2022.

Overview:

The ICACMP Program Support Specialist is responsible for day-to-day end user and internal support and reports directly to the Program Manager. This position includes staffing the help desk, assisting with trainings, extensive written documentation including training manuals and meeting minutes, monitoring, and servicing of systems and products. Some travel is required.

Responsibilities:

- Maintains rapport with users by examining reported issues; identifying solutions; and assisting users with resolving issues in a timely manner
- Help coordinate trainings that support users of all levels
- Create reports as requested by Program Manager and users
- Supports the program manager in day-to-day administrative tasks
- Work directly with software vendors to resolve user issues
- Attends board meetings, assists with distribution of documentation, including agenda and minutes
- Provide communication and ongoing updates to management
- Assists with support tickets from end-users to ensure timely follow-up and completion
- Provide Data Exchange support to Program Manager
- Accomplishes operations and organization mission by completing projects as needed
- Update training manuals as needed
- Travel to counties to provide training of data management system
- Other duties as assigned

Qualifications:

- Above average communication skills including verbal, written, and presentation skills
- Ability to interact with project members to ensure member satisfaction
- Ability to learn new software as it relates to ICACMP/ISAC administered programs
- Problem solving and research skills to find solutions to end user issues
- Knowledge of criminal law and data management systems
- Proven ability to work effectively both independently and in a team-based environment
- Demonstrated willingness to be flexible and adaptable to changing priorities
- Strong multi-tasking and organizational skills
- Ability to respectfully engage all team members in constructive dialogue as it relates to the execution of their individual responsibilities
- Ability to manage competing needs and personalities
- Ability to shift priorities and meet deadlines in a fast-paced environment
- Ability to clearly communicate status of projects and training needs to management
- Expert in working with the Microsoft Office suite