



## **Operations Specialist - IT**

King County Regional Homelessness Authority

**Role Title:** Operations Specialist - IT

**Salary Range:** \$75,000 - \$85,000 per year

### **Organizational Overview**

The King County Regional Homelessness Authority (the Authority) oversees all homelessness related programming and prevention initiatives in the Seattle/King County region. Created via an interlocal agreement between the City of Seattle and King County in 2019, the Authority is charged with building and implementing a regional approach to ending homelessness in King County. To accomplish this, the Authority is specifically tasked with:

1. Engaging and centering people with lived experience;
2. Focusing on justice-based approaches to actively address disproportionalities in the population experiencing homelessness; and
3. Integrating the perspectives of a wide range of stakeholders across King County through a sub-regional planning process that recognizes the unique attributes of communities within the county.

The Authority is currently in its founding era and seeks dynamic and skilled leaders at all levels.

### **Team Overview**

The Administrative Team oversees and supports the Authority's operations and ensures organizational sustainability, related strategy development, and overall agency transparency and accountability. The Operations Team is responsible for agency Operations, Systems, and Information Technology. The team directly interacts with all offices across the Authority, working closely with the Executive Office to ensure direct operation alignment with the strategy and goals of the Authority. The team has approximately 7 team members.

### **Role Description**

Under the direction of the Deputy Chief Administrative Officer (CAO) for Operations, this position will assist in carrying out, developing, and implementing key policies and strategies that impact the day-to-day operations of the Authority. As part of the Administrative Team, the Operations Specialist – IT works closely with Deputy CAO for Operations to oversee and support Information Technology (IT), equipment and supply inventory, and other operational responsibilities within the Operations division in order to provide support and customer service

to the Authority's employees. As a contributing member of the Operations team, the Operations Specialist – IT may also lead specific projects based in this expertise area, and informally manage stakeholders, as needed. Reporting directly to the Deputy CAO for Operations, this role has no direct reports.

The Operations Specialist – IT will be ultimately accountable to the Chief Executive Officer and people experiencing homelessness and will be held to the processes that customers of the Authority's services, community groups, and frontline staff establish to ensure that accountability.

### ***Accountabilities***

#### **System Operations Support (65%)**

- Serve as an internal expert in operational functions on the Administrative team
- Maintain a high level of understanding in overall KCRHA operations, and information technology including but not limited to, Microsoft 365, Smartsheet, Zoom, Adobe Acrobat, and DocuSign
- Coordinate with the Senior Operations Coordinator to ensure ongoing inventory, maintenance and performance of KCRHA systems and IT assets
- Ensure that high quality services and communication are delivered, and best practices are continuously integrated into the Authority's day-to-day functions
- Oversee and support ongoing tracking of office equipment setup, workspace planning, distribution, maintenance and inventory tracking across the KCRHA
- Perform first-level support for phone, computer, or systems access issues and set up, documenting all request, and escalating as needed
- Assist with the implementation of a robust information technology training for KCRHA staff
- As needed, collaborate with project managers and team leads to complete related research and management projects with a focus on operations and systems
- Assist with other duties as assigned

#### **Continuous Improvement (25%)**

- Ensure day-to-day operations are aligned to organizational needs to promote the execution of short term and long-term goals
- Work closely with member of the Operations team to create feedback loops for internal staff in order to better inform and identify areas of improvement
- Identify the latest trends and best practices as it relates to organizational operations, and information technology to enhance KCRHA's day-to-day operations

### **Stakeholder Engagement (10%)**

- Attend relevant meetings with key stakeholder in the region, including local funding partners, and with state and federal partners, including King County, City of Seattle and other entities that KCRHA may be accountable to
- Actively build relationships with innovators across the sector/across sectors to support driving creative innovation and change within workstreams of oversight
- Collaborate with the Board Clerk to provide support to agency Board Members for systems access issues

### **Minimum Requirements**

- Ability to work onsite (Seattle, WA 98104) at least 4(four) days a week
- Fluency in equity and racial justice concepts and language, understand their own privilege and power, and can bring equity impact analysis to life in the context of their tasks
- Comfortable with ambiguity, flexible and adaptable to change
- 4+ years of related work experience in the government, non-profit or related field, with a track record of success in cross-team collaboration, operations, human resources and information technology
- Comfort in conducting research
- Strong organization, written and oral communications skills
- Proficiency using admin features in Microsoft 365 or related software, Zoom, Miro, Adobe, and other communication platforms and cloud-based systems

### **Additional Requirements**

- Ability to travel up to 10%, in state and out-of-state
- Project and budget management experience, a plus
- Experience with Tableau and/or Salesforce, a plus
- Experience working across government agencies and related structures/governing bodies
- A track record of success in operations and stakeholder engagement
- Experience designing and operating programs or projects and conducting data-driven continuous improvement processes
- Superior oral and written communication skills
- Exceptional planning, organizing, and prioritizing skills in order to manage a diverse workload, multiple demands, and deadline sensitive projects
- A high level of customer service orientation and attention to detail
- Ability to provide and accept feedback
- Strong attention to detail, accuracy, timeliness

**Benefits:** Unlimited vacation, subject to manager approval, 96 hours of paid sick and safe, 12 official holidays and 2 personal holidays, medical, dental, and vision benefits, a pension plan and Deferred Compensation Plan to eligible employees, life insurance and LTD.

The Regional Homelessness Authority is committed to a policy of Equal Employment Opportunity and will not discriminate against an applicant or employee based on the basis of race, creed, religion, color, national origin, age, alienage or citizenship status, ancestry, nationality, national origin, marital or domestic partnership or civil union status, familial status, sex, pregnancy, gender identity, or any other characteristic protected by federal, state or local law. In addition, the Authority will provide reasonable accommodations for qualified individuals with disabilities.