

Children's Advocacy Centers™ of Texas, Inc.

Position Description

System Support Manager

Reports To: Chief Operations Officer

Exempt Status: Salaried, Exempt

Commitment Type: Full-Time, On-Going

Work Environment: Hybrid, 2-3 days a week in office

Base of Operations: 1501 W Anderson Lane, Building B-1, Austin, Texas 78757

PHILOSOPHY

CACTX is committed to a future where all children are free from abuse. We are actively working to end child sexual abuse for every child through collaborative, high-impact efforts with Texas children's advocacy centers and strategic partners. CACTX has become a national leader in providing best-practice, evidence-based services to children impacted by abuse, serving nearly one million children statewide through a statewide network of children's advocacy centers. We have scaled our vision to eradicate child sexual abuse and are growing our team to support this vision. At the core of what makes the work of CACTX possible is the skilled talent that embodies the organization's guiding principles and applies its unique strengths to achieve results. We believe that for CACTX to be a great organization, every staff member must be positioned and supported to achieve their full potential.

Essential Job Functions:

Statewide Case Management System:

- Executes tasks and operating plans that align with strategic goals for the statewide case management system.
- Provide support for statewide case management system:
 - o Administration- serves as system administrator making needed changes and providing oversight of user interface.
 - o Development- leads requirement gathering activities, defines and develops project scope, manages project timelines and deliverables, and coordinates testing and implementation of new functionality within system.
 - o User Support- serves as first point of contact for users for system technical support and assistance.
 - o Training- creates, maintains, and delivers written, recorded and live training for users.
 - o Reports- serves as primary point of contact for quarterly statistical report (QSR), VOCA, and other organizational report aggregation.
 - o Continuous Improvement- seek ways to optimize the system to maximize usability in reporting and functionality; monitor vendor tech roadmap; poll users to determine the desirability of functionality and processes.
 - o Quality assurance- performs quality assurance monitoring and activities related to the case management system

QUALIFICATIONS:

A Bachelor’s degree is preferred with 3 or more years of experience using/supporting systems (CRM, ERP, case management). Years of relevant experience may be substituted for formal education.

- Demonstrated experience managing complex technical systems, supporting large user bases (ERP, CRM, Case Management)
- Experience with Apricot 360 or ETO is a plus
- Able to interpret SQL and write SQL queries is a plus
- Demonstrate critical thinking by listening to internal and CAC network needs, asking probing questions, and delivering appropriate system recommendations
- Be a proactive problem solver and curious learner, constantly seeking to improve your knowledge and capabilities
- Outstanding written and verbal communication skills with aptitude for exceptional customer service
- Able to manage multiple projects and deliverables simultaneously and deliver accurate recommendations that support client success
- Flexibility to occasionally work outside of core business hours to accommodate system upgrade and enhancement projects

CACTX is an equal opportunity employer. All applications will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender, identity, national origin, veteran, or disability status.

Employee Printed Name: _____

Employee Signature: _____

Date: _____