



Schrafft's City Center
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JOB DESCRIPTION

JOB TITLE: Information Technology (IT) Support Coordinator

DEPARTMENT: IDDAP

HOURS: 40

DATE: 7/14/2020

SUMMARY OF ORGANIZATION:

Since 1989, Community Research Initiative (CRI) has sponsored community-based research on HIV/AIDS and other infectious diseases. In addition to its research program, CRI operates the Infectious Disease Drug Assistance Program (IDDAP) under contract with the Massachusetts Department of Public Health (MDPH) and the Boston Public Health Commission (BPHC). This program, funded by both federal and state dollars, is one of the most comprehensive programs of its kind in the country, and provides access to HIV-related and other medications to under-insured or uninsured clients through the HIV Drug Assistance Program (HDAP). The program also provides assistance with health insurance premium payments for individuals living with HIV/AIDS who are otherwise unable to access coverage through its Comprehensive Health Insurance Initiative (CHII). HDAP and CHII are key programs within the larger umbrella of IDDAP programs, which includes TB Drug Assistance Program (TBDAP) that helps affected individuals cover the cost of their tuberculosis drugs; and HIV prevention programs such as the Pre-exposure Prophylaxis Drug Assistance Program (PrEPDAP) and non-Occupational Post-Exposure Prophylaxis Program (nPEP).

JOB SUMMARY:

The IT Support Coordinator will assist the IDDAP Operations and Special Projects Manager with organizing and executing IT project activities, from simple tasks to more complex plans with the goal of seeing them through on time and within budget. This position will play an integral role addressing the IT needs of the organization to ensure that systems and operations of CRI proceed smoothly and effectively. The IT Support Coordinator will be responsible for coordinating meetings, resources, equipment, and information, as well as maintaining project documentation. They will also be heavily involved in evaluating the course of the projects and reporting their status to managers to ensure that deliverables/goals are met. The IT Support Coordinator will be working very closely and in collaboration with the internal/external IT, data, and operational teams to meet deliverables to serve the technological needs of the organization.

QUALIFICATIONS:

EDUCATION:

Bachelor of Arts or Bachelor of Science degree preferred. Relevant experience may be substituted for academic degree.

EXPERIENCE:

2-4 years' experience as technical project coordinator or similar role. Experience working on IT projects/programs or familiarity with IT concepts. Experience working in a fast-paced work environment with varied responsibilities and multiple project deadlines. Experience working with consultants and vendors, soliciting vendor information, and managing vendor contracts preferred. Experience in managing office systems and strategizing program and operational improvements. Experience working in a high-level collaborative environment and promoting a teamwork mentality.

SKILLS NEEDED/OTHER:

Candidate must have excellent organizational, oral communication, written communication, and computer/database/spreadsheet skills. Superior analytical, time management, decision-making, and leadership skills required. Must be detail-oriented and flexible. Ability to take initiative and have a positive attitude is a must. Demonstrated ability to work independently as well as to be part of a team. Demonstrated ability to perform multiple tasks accurately and creatively in a timely fashion. Ability to interact with diverse staff, colleagues, clients, vendors, consultants, community providers, public health officials, and advocates.

ACCOUNTABILITY:

This position reports to the IDDAP Operations and Special Projects Manager.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Represents the entire organization, and advocate for its best interest, ensuring that best practices and/or regulations are supported in all IT and training policies/documentation.
- In collaboration with system users, identifies work processes that require, or may benefit from, system improvements.
- Supports the implementation process of new technology as it relates to information and communication.
- Documents business processes and systems by defining task and project requirements, scope, and objectives to develop project timelines to attain project and program goals.
 - Conducts tasks and projects with a focus on cross-team collaboration and accountability, with an emphasis on an open and streamlined communication system.
 - Leads and/or participates in relevant meetings.

- Takes meeting minutes, tracks action items, and coordinates projects/tasks accordingly.
- Uses workplans, MS Planner, and other tools for tracking and ensures all deliverables are met or re-prioritized as necessary.
- Serves as point of contact between vendors and CRI when necessary.
- Provides reliable and cost-effective solutions for technical products and services.
- Tracks and manages company-wide software licenses, renewals, and purchases.
- Provides operational support to CRI as it relates to ISP's, equipment leases, network hardware, security, and general office rollouts.
- Builds relationships with internal and external partners.
- Provides after-hours on-call coverage in the event of equipment failure or other alarm notification.
 - This responsibility will be shared with the rest of IT team and other staff, as appropriate.

To apply, please email a cover letter and resume to Ayda Kifle at jobs@crine.org

CRI IS AN EQUAL OPPORTUNITY EMPLOYER: CRI is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, gender, religion, national origin, disability, veteran status, age, marital status, sexual orientation, gender identity, genetic information, or any other class protected by federal or state law (EEO/AA).