



Technology Support & Program Evaluation Coordinator

Technology & Energy Services

333 Sheridan Ave, Albany, NY 12206

ABOUT ALBANY COMMUNITY ACTION PARTNERSHIP:

Albany Community Action Partnership (ACAP) is a source of direct support for families who live in poverty in Albany, New York. The majority of program participants are from economically vulnerable families with incomes below 75% of the federal poverty threshold (or \$20,160 for a family of three - the average family size of ACAP's customer population). For 50 years ACAP has been providing a network of programs which serve the needs of children and families living in poverty.

Our prominent programs include: Early Head Start, Head Start, Energy Assistance and Weatherization, Assets for Independence, Career Pathways, Healthcare Opportunities Grant, and we support parents through Employment and Dress for Success. Through its programs, ACAP has created positive change in the lives of children and families in Albany, Cohoes and Wilton. ACAP embodies the spirit of hope, improving communities and making the Capital Region a better place.

RESPONSIBILITIES:

The Technology Support and Program Evaluation Coordinator works in a multi-faceted approach to direct, oversee, and coordinate technology related projects. This includes the development of consistent marketing materials through physical and online marketing systems, editing and maintaining the Agency website, and analyzing marketing needs as the Agency evolves.

Through managing the IT Help Desk via phone and in person, the Technology Support and Program Evaluation Coordinator will help to resolve basic IT issues including setting up, configuring, and ensuring the security of all user profiles; they will forward tickets to additional IT support when necessary.

Along with maintaining employee and customer databases, the Technology Support and Program Evaluation Coordinator will perform program data entry and analysis. Program analysis of trends and program objectives would be conducted with the department director.

QUALIFICATIONS:

A Bachelor's Degree in Computing, Information Systems, Business Administration, Marketing, or a related technical field is required. A minimum of four (4) years' experience working in a help desk capacity or data analytics capacity is imperative. An Associate's degree in a related field AND six (6) years' experience working in computing may be accepted in lieu of a Bachelor's degree. Solid PC skills including database entry, word processing, data entry and spreadsheet skills are required. Possession of a valid driver's license may be required.

BENEFITS:

Health, Dental, and Vision Insurance; Vacation, Sick, and Personal Leave; Paid Holidays; Educational Assistance; 403(b) plan

CLASSIFICATION / HOURS:

Full Time 40 hrs/week, 52 weeks/year

APPLICATION PROCESS:

Please send a cover letter and a current resume to:
Albany Community Action Partnership, Human Resources
333 Sheridan Avenue, Albany, NY 12206
FAX: (518) 463-8185
E-MAIL: HR@albanycap.org
Selected Candidates will be contacted for interview.
No Phone Calls Please

FOLLOW US ON SOCIAL MEDIA:



**We are proud to be an EEO/AA employer M/F/D/V.
We maintain a drug-free workplace and perform pre-employment
substance abuse testing**