



Job Title	Systems & Operations Coordinator
Department	Operations Department
Date Created/Revised	March 10, 2025
Starting Salary	\$52,000-\$62,000
Position Type & FLSA	Full Time, Exempt

Description of Work

The Systems & Operations Coordinator plays a key role in providing essential technology and operational support to ensure ECHO's internal systems and operational processes are met. Acting as an internal customer service resource, this role requires a broad skill set in troubleshooting, process improvement, and communication. This role will work closely with staff across the organization, continuously adapting to evolving operational needs and identifying system enhancements with keen attention to detail. Reporting to the Director of Operations, this position fosters trust and transparency by proactively identifying challenges, facilitating clear communication, and supporting the overall efficiency of internal processes.

Position Summary

This position is responsible for maintaining the organization's technology and office systems, supporting the day-to-day operations. This role requires strong coordination across departments, problem-solving skills, and a proactive approach to identifying and addressing operational challenges. The coordinator will support internal processes, communicate effectively, and escalate issues or risks as needed. In addition to handling daily operational needs, this position also helps anticipate future improvements to enhance efficiency and support the organization's growth.

Essential Functions

- Maintain and manage network infrastructure equipment, ensuring proper documentation and functionality.
- Support the maintenance, tracking, and auditing of ECHO's hardware and software inventory to ensure operational efficiency.
- Serve as the primary liaison with ECHO's IT Managed Service Provider, coordinating troubleshooting and technical support.
- Provide technical support and troubleshooting for staff regarding hardware, software, and office technology.
- Manage and update ECHO's intranet, ensuring information remains current and accessible.

- Assist in planning and executing the biannual Point-in-Time Count, supporting logistical and operational needs.
- Oversee office building logistics, ensuring workspaces are functional and well-maintained.
- Support the onboarding and offboarding process by coordinating technology setup and system access for employees.
- Assist the Director of Operations with organization-wide projects and initiatives.
- Provide logistical and operational support for organization-wide staffing events.
- Serve as a resource for staff regarding Standard Operating Procedures (SOPs), resource aids, and locating operational information.
- Support general office cleanliness and organization as needed to maintain a professional and efficient workspace.

Supervisory

Responsibility None

Work Environment

This job operates in a professional office environment. Employees are required to use their personal cell phones for business purposes.

Physical Demands

This is a role that requires occasional heavy lifting, moving equipment, boxes or office supplies, weighing up to 50 lbs. Standing for extended periods of time is sometimes needed. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

Position Type and Expected Hours of Works

This is an exempt full-time position working 40 hours a week; typical workdays are Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

Travel

No travel out of town travel is expected for this position. However, occasional off-site responsibilities for events, meetings, and/or operational support may require care travel within the local area.

Minimum Qualifications

- Four (4) years of applicable education, volunteer and/or work experience to perform the listed duties successfully. Lived experience may be substituted for work experience up to a maximum of two (2) years.
- Microsoft SharePoint experience
- At least 1 year of demonstrated hardware and software troubleshooting experience (including mainstream desktop software applications, e.g. MS Office Suite, browser and phone-based apps, etc.).
- Clearly communicate across departments
- Intermediate proficiency in MS Office
- Experience with Enterprise Level software and hardware administration

Preferred Education and Experience

- Bachelor's degree preferred
- Non-profit experience
- Project management experience
- Operations experience
- Proficiency in Adobe Pro DC

Additional Eligibility Qualifications

- Engages in ethical conduct
- Understands financial management
- Performs work in a thorough manner
- Ability to analyze, develop and implement solutions to problems
- Excellent interpersonal and communication skills
- Ability to work independently and collaboratively with all levels
- Detail-oriented with good organizational skills and the ability to set priorities to meet deadlines on schedule
- Excellent writing skills and the ability to analyze extensive data and create written reports with accuracy and brevity

Work Environment: This job operates in office settings and is currently hybrid. Employees are required to use their personal cell phone for business purposes. This position does require commuting throughout Austin/Travis County for various stakeholder meetings, when applicable.

Proficiency in using Microsoft suite, including Outlook, Word, Excel, and PowerPoint, and the ability to adapt and commit to using other software or technology is needed.

Reasonable Accommodations: To perform this job successfully, an individual must be able to perform the principal duties satisfactorily. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to perform the principal duties of the job, except where to do so would cause undue hardship on ECHO operations. Contact human resources (HR) with any questions or requests for accommodation.

ECHO Core Mission Values: Ideal candidate will share ECHO's core mission values that housing is a basic human right, that system collaboration is key to ending homelessness, and that all individuals and families deserve resources and opportunities to end their homelessness.

Equal Opportunity: ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, physical or mental disability, or age. Women, minorities, veterans, and people with lived experience of homelessness are encouraged to apply.

Position Type and Expected Hours of Works:

This is an exempt full-time position working 40 hours a week; typical work days are Monday through Friday. Agency meetings occur on business days between the hours of 8:00 AM and 5:00 PM (Central Standard Time). Occasional evening and weekend work may be required as job duties demand. A high degree of flexibility can be anticipated by ECHO staff when conducting most

independent and/or administrative work. Some travel is expected for this position both locally and to national conferences.

Compensation and Benefits:

ECHO offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 8 paid holidays, 4 paid work/life wellness days and opportunities for educational and professional development.

Please Note: Relevant volunteer/lived experience will be counted towards an offered salary.

Cultivating Culture:

At the Ending Community Homelessness Coalition (ECHO) we are committed to cultivating a culture of respect for the dignity and value of each individual and family accessing the Homelessness Response System. These values are essential to our mission focused on leading and aligning a coalition to administer an effective Homelessness Response System, centered in racial fairness, informed by the needs and expertise of people experiencing homelessness, and accountable to systemically marginalized communities. We welcome all. ECHO does not discriminate against any employee or job applicant because of race, color, religion, national origin, sex, sexual orientation, gender identity, veteran status, physical or mental disability, or age. Women, minorities, veterans, people with lived experience of homelessness, and other diverse populations are encouraged to apply.

To Apply:

Interested candidates please submit a resume and cover letter Angeladeleon@austinecho.org and Tonyathomas@austinecho.org. Position will remain open until filled.