Job Title:	Homeless Management Information System (HMIS) Systems and Operations Administrator
Department:	Homeless Management Information System Department
Reports To:	Homeless Management Information System Director
Date Created/Revised:	10/15/2026
Salary Range Begins At:	$62,000-$75,000
Position Type:	Full-Time, Exempt

Job Title: **HMIS Systems and Operations Administrator**

The Ending Community Homelessness Coalition (ECHO) is hiring for position of Homeless Management Information System (HMIS) Administrator. ECHO is the CoC (Continuum of Care) and HMIS Lead Agency for Austin / Travis County. We coordinate services for persons experiencing homelessness and implement strategies to end homelessness. We are a dynamic non-profit organization committed to designing and implementing community-wide policies and programs grounded in collaborative partnerships, data-driven decision making, as well as innovation, bold thinking, and creativity.

The ECHO HMIS Team provides service organizations, non-profits, and government agencies with support and technical assistance through data collection, reporting, and analysis. ECHO's HMIS utilizes Clarity and currently supports 700+ end users from over 60 agencies in Austin / Travis County.

Desired Qualities:

ECHO HMIS utilizes Clarity and the ideal candidate will demonstrate an aptitude for excellence in database management. This position requires strong professional, interpersonal, presentation, and motivational skills. The candidate must have the ability to communicate effectively to a variety of audiences, coupled with a patient, ego-less approach to support and troubleshooting. The ideal candidate must have exceptional communication skills, be both a leader and a team player, have a well-disciplined, organized approach to

time and project management, and exhibit qualities that illustrate a dedication to meeting the data needs of organizations working to prevent and end homelessness.

Essential Functions of the ECHO HMIS Systems and Operations Administrator:

System Coordination and Oversight:

- Manage the technical aspects of the day-to-day operation of HMIS.
- Manage user access, roles, permissions, and agency/project configurations.
- Support agency and project setup, including configuration and system testing.
- Monitor system functionality, accessibility, and performance.
- Troubleshoot system issues and coordinate resolution with the HMIS vendor.
- Conduct system testing before and after software updates or configuration changes.
- Monitor system security and support compliance with CoC privacy and security policies.
- Maintain system configurations to ensure projects are operating according to established HMIS HUD Data Standards.
- Provide technical assistance and troubleshooting to participating agencies and users.
- Manage and respond to HMIS Help Desk requests.
- Provide system training and develop user-facing technical resources.
- Assist with on-call and urgent system support.
- Coordinate with the HMIS vendor regarding system enhancements, bugs, releases, and technical issues.
- Maintain documentation related to system configuration, workflows, troubleshooting, and procedures.
- Supervise and support the HMIS Support Coordinator.
- Identify opportunities to improve HMIS workflows, functionality, and user experience.
- Support implementation of new HMIS functionality and system-wide changes.
- Assist with HMIS-related projects, migrations, integrations, and system enhancements.
- Participate in HMIS user and CoC meetings.

- Provide technical assistance to agencies on effective use of HMIS functionality.
- Collaborate with the Data & Reporting Administrator to ensure system configurations support accurate and complete reporting.
- Support the HMIS Director with system planning, vendor management, security, and operational needs.
- Other duties and responsibilities may be assigned based on organizational needs and priorities

Community Facilitation and Technical Assistance:

- Facilitate and/or participate in local CoC/user meetings.
- Respond to technical assistance requests from individuals, agencies, and regional committees.
- Provide the local CoCs with data to assist in HMIS data-informed decision-making
- Support agencies and CoCs in using the various reports on the system, including demographics, data quality, outcomes, grant reports, and other custom reports.
- Coordinate and prepare reports that meet the data needs of the HMIS, partner organizations, and funders.
- Use program outcomes to assist community partners with performance improvement
- Plan and deliver technical assistance, trainings, and presentations for workshops and professional meetings.
- Interact with HMIS Administrative Agency staff and other partner organizations to collect and accurately interpret information.
- Collaborate with other ECHO staff on data and reporting needs.

Resource Creation

- Develop technical assistance tools and resources for communities to understand community data and implement strategies to end homelessness.
- Assemble, organize, summarize, and interpret numerical data into useful documents for a wide variety of audiences.

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.

Preferred Qualifications:

- Experience (1-3 years preferred) in a leadership role using BitFocus Clarity, experience with other HMIS or comparable software will be considered.
- Minimum of one (1) year of experience supervising employees, including providing ongoing feedback, coaching, performance support, and professional development.
- Knowledge and practical understanding of the homelessness field, including funding streams, population-specific needs, planning efforts, Continuum of Care practice, and housing and service models preferred.
- Excellent communication skills, both oral and written, and with all levels of management, staff, and external clients, especially those who are not well versed in computer technology.
- Knowledge and experience in database architecture, management, logic, data extraction, and reporting are required.
- Methodological expertise in quality assurance and improvement.
- Demonstrated ability to conduct analysis of large datasets.
- Demonstrated ability to work with diverse stakeholders.

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.

Physical Demands:

Physical demands include the use of standard office equipment, including computer, copy machine, phone, etc. The ability to communicate clearly and appropriately with co-workers and community partners.

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.

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.

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.

Acknowledgement:

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Employee Signature Date

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HR Director Signature Date