

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents”; our **Mission** is “Uniting People with Opportunities.”

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION: Software Support and Trainer
DIVISION/OFFICE: Information of Technology and Information System
BULLETIN No: 05082022
SALARY RANGE: (Commensurate with experience)
OPENING DATE: August 3, 2022
CLOSING DATE: Open until filled
FIRST SOURCE: N/A

JOB SUMMARY:

Multifunctional position that provides technical training to staff and directly assists the director and staff of the Office of Technology and Information Systems (OTIS) with administrative support. Analyze, report on, make recommendation for the improvement for software solution. Identify instructional needs, design instructional material, and ensure all employees in the organization have basic information systems training. Design engaging training materials to explain technical procedures and organization best practices.

BRIEF DESCRIPTION:

Manage the deployment, development, and support for client data tracking system (EmpowOR). Conduct training classes by presenting system-specific, company-specific, and software applications computer classes. Work with stakeholders to define client data tracking system requirements. Design computer training manuals by identifying and describing information needs; submitting initial versions for review to the Business System Manager; revising and editing final copy. Evaluate training by evaluating effectiveness of training using surveys after training sessions. Maintain technical knowledge by staying abreast with latest organization information systems. Provide technical assistance and support for incoming requests and issues related to computer systems, software, and hardware. Hands-on experience in troubleshooting software. Exceptional knowledge of service and application delivery, as well as successful service level agreement accomplishments.

MINIMUM QUALIFICATIONS:

High school diploma and seven (7) years of experience in a technical position within an IT department. Excellent working knowledge of Microsoft Operating System and Microsoft Office 365 and Sharepoint Online. Previous experience training staff and making presentations/speaking in front of a group. Possess effective and professional communication skills, both written and verbal. Must be self-directed, detail oriented, and organized. Must be able to work sensitively and effectively with individuals of diverse educational, socio-economic and cultural backgrounds.

**UPO Vacancy Announcement
Software Support and Trainer
Page Two**

DESIRED QUALIFICATIONS:

Bachelor's degree in information technology, and three (3) years of experience in an IT department. Photoshop and video editing software. Microsoft certifications are a plus. Excellent written and oral communication

OTHER REQUIREMENTS

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, as well as pre-employment drug screening, as applicable for the position.

Special notice to all applicants:

In accordance with the Mayor's Order (see reference below), every UPO employee, except for those with a medical or religious exemption, must be vaccinated by September 19, 2021. UPO abides by the requirements of all Mayor's Orders regarding COVID-19 Vaccinations; the Orders relate to the program under which you will work. **Mayor's Order 2021-099 - COVID-19 Vaccination Certification Requirement for District Government Employees, Contractors, Interns, and Grantees**

This position IS covered under the collective bargaining agreement

ALL VISITORS TO UPO FACILITIES

- **Must Wear a Mask While on UPO Premises;**
- **Must Practice Social Distancing; and,**
- **Will Be Subject to Temperature Scanning Upon Entering UPO Facilities**

To be considered for this position:

Submit your cover letter and resume to the Career Center Online. [Apply Here](#)