

**SNOHOMISH COUNTY JOB DESCRIPTION**  
**DATA AND PROGRAM ANALYST, LEAD - HMIS**

Spec No. 2383

**BASIC FUNCTION**

To perform professional work in the planning, development, implementation and evaluation of county funded homeless programs. To review and access data from external Contributing HMIS Organizations (CHOs) for accuracy and compliance with appropriate guidelines. To act as lead in the Homeless Management Information System (HMIS) program unit with multiple subordinate staff.

**STATEMENT OF ESSENTIAL JOB DUTIES**

1. Coordinates assigned program planning and development activities with supervisors, department management staff, other government agencies, private services organizations, citizen groups and other organizations related to HMIS.
2. Makes program assignments, monitors progress of assigned tasks, and provides technical assistance and training to HMIS staff.
3. Provides feedback on staff performance to assigned supervisor, and assists the supervisor in hiring selection process.
4. Prepares reports on program operations in area of responsibility; conducts special studies and investigations as necessary; oversees information gathering and data analysis to facilitate effective use of services and funds.
5. Analyzes and reviews data; provides relative data and analysis to assist in planning and decision making for the delivery of housing and services for homeless persons in the county and presents findings to stakeholders, public officials and department management.
6. Oversees the preparation of policies and procedures, forms, training materials, HMIS Governance Charter, and system(s) operations including end user license maintenance, system configuration, and contract management.
7. Oversees provision of technical support, training and data quality reporting and troubleshooting to resolution to external CHOs.
8. Oversees monitoring through desk and on-site audits CHOs' compliance with HMIS policies and procedures, data quality, security plans, and other applicable requirements. Ensures full participation by, and compliance of, agencies authorized to use HMIS.

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**STATEMENT OF ESSENTIAL JOB DUTIES** (Continued)

9. Creates custom reports, assessments and workflows in HMIS; creates custom queries to complete ad-hoc reporting.
10. Oversees HMIS system improvements through the implementation of best practices and/or new features that enhance data collection, quality, reporting, and expansion of the HMIS.
11. Oversees the completion of reporting requirements for the Continuum of Care, including, but not limited to the Annual Homeless Assessment Report, Point-in-Time Count, Housing Inventory Count, System Performance Measures, and project-level Annual Performance Reports.
12. Develops and oversees development of homeless data communications through dashboards, infographics, reports and other communications tools in coordination with the supervisor or human services management.
13. Serves as primary contact for HMIS vendors to troubleshoot software-related issues, and implement small and large-scale maintenance of or changes to the system.
14. Manages exceptions to the DoIT policies and standards, and develops alternate support mechanism to align with department needs. Coordinates with DoIT as needed to implement the HMIS.
15. Oversees data integration with multiple stakeholders, including verification of structure, accuracy and validity utilizing both Comma Separated Values (CSV) and Extensible Markup Language (XML) formats.

**STATEMENT OF OTHER JOB DUTIES**

16. May perform duties of all subordinate level employees.
17. Performs related duties as required.

**MINIMUM QUALIFICATIONS**

Bachelor's degree in information technology, computer science, one of the social sciences or other field directly related to human services; AND two (2) years of experience in human services program planning and management related to software implementation/administration and relational databases; OR, any combination of training and experience that provides the required knowledge and abilities.

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**PREFERRED QUALIFICATIONS**

Experience in Human Services is preferred.

**SPECIAL REQUIREMENTS**

A valid Washington State Driver's License is required.

**KNOWLEDGE AND ABILITIES**

Knowledge of:

- computer literacy and computer operations procedures
- Microsoft Office suite
- understanding of relational databases
- HMIS systems or comparable databases
- project management principles, tools & techniques
- change management techniques
- principles, practices and procedures involved in data driven culture
- Software as a Service (SaaS) contract management
- data visualization best practices and software
- quality assurance methodology as it relates to federal and state regulations; ability to ensure that the vendor's execution aligns with mandated data standards
- governmental and human services programs and systems
- application of relevant federal, state and local laws, codes, rules, regulations and guidelines to human services programming and operations

Ability to:

- plan, organize and coordinate work through professional subordinates and support staff;
- establish and maintain positive working relationships with elected officials, department management, associates, subordinates, agencies and the general public.
- assess the relative advantages and disadvantages of alternative courses of action;
- speak in public forums and express self clearly both orally and in writing; communicate effectively both verbally and in writing with various groups from diverse backgrounds and levels of technical ability; present complex information to a variety of audiences
- advise, support and motivate subordinates and assure effective working relationships with public, co-workers, advisory groups, county, city, state and federal officials
- provide leadership to projects with public groups

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- analyze general technology problems and facilitate implementation of sound solutions, including recognizing basic programming languages and building advanced logic
- work independently and as a team member with limited supervision
- exercise good judgement in knowing when to act independently and when to refer situations to higher authority

KNOWLEDGE AND ABILITIES (Continued)

- operate personal computers, peripheral equipment and a variety of software, including word processing, spreadsheets and workflow/data-tracking software
- read, understand and apply technical manuals and procedures, including contractual and legal documentation
- maintain and organize accurate, detailed information and prepare custom reports
- plan, organize and prioritize work to meet schedules and deadlines
- participate and contribute to strategic database planning and design and development efforts
- ability to coordinate and facilitate system change

SUPERVISION

The employee receives general direction from assigned supervisor. The work is performed with considerable independence and is reviewed through meetings, status reports and results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment with occasional travel offsite to various locations

Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: February 2017  
EEO Category: 2 - Professional  
Pay grade: 242 – Classified Pay Plan  
Workers Comp: 5306 Non-Hazardous