

Meals on Wheels Wake County

Job Description Part-time

Technology Support Specialist

Purpose of the Position:

The Technology Support Specialist will assist the organization by entering meal and client data into the Meals on Wheels (MOW) and funding agency databases, providing technical support at MOW sites across Wake County, and managing vendor relationships. The Technology Support Specialist will also assist the Senior Technology Support Specialist with technical support at the Blair Drive office, and will assist the Staff Accountant with processing cash receipts.

Responsibilities:

1. Responsible for CAP/Medicaid billing and client maintenance, including:
 - Monitoring eCAP for new clients and updates to existing clients
 - Submitting units to NCTracks and updating Servtracker based on response files
 - Communicating with Resources for Seniors and CAP Case Managers to determine why units have been rejected

2. Responsible for entering congregate program data in Servtracker, including:
 - Entering new congregate clients and updating existing clients in Servtracker
 - Entering congregate unit data in Servtracker from spreadsheets and other documents
 - Monitoring client and unit data for compliance issues
 - Adjusting unit quantities and funding in Servtracker when needed

3. Responsible for technical support at congregate and volunteer pick-up sites across Wake County, including:
 - Assisting site managers with technical issues with Windows-based PCs and client-facing kiosks, cell phones, Wi-Fi networks and printers as needed

4. Responsible for removing Meals Not Served from Servtracker

5. Responsible for creating letters to clients at month end and arranging pick-up

6. Responsible for managing vendor relationships for mobile service, office phone service, internet service and outsourced IT support
 - Researching vendors/products and getting quotes for services as needed
 - Communicating with vendors

7. Assist the Senior Technology Support Specialist with technical support at Blair Drive office, including:
 - Providing hardware and software support as needed
 - Maintenance, updates and special projects as needed
8. Back up for Senior Technology Support Specialist for placing daily meal order and submitting client and unit data to state database as needed
9. Assist Staff Accountant with creating deposits of cash receipts, including:
 - Providing documentation of total checks and cash received by the organization
 - Scanning checks for capture by bank

Reports to:

Senior Technology Support Specialist

Meals on Wheels of Wake County, Inc. has a robust non-discrimination policy and affirms that persons are entitled to equal opportunities in employment, volunteer positions to include membership on the Board of Directors, and client services regardless of race, color, religion, sex, disability, national origin, age, sexual orientation or any other characteristics protected by Federal, state or local law.