



## **Software Support Specialist Independent Contractor (Fully Remote)**

NOCO Humane is dedicated to animal welfare and is seeking an experienced Software Support Specialist to join our team on a contract or freelance basis. This fully remote position offers an opportunity to provide high-quality software system support, including report creation, modification, and updates. The ideal candidate will be proficient in Crystal Reports, work independently with minimal supervision, and have a flexible schedule to meet organizational needs. Key responsibilities include generating actionable reports, installing and upgrading Crystal Reports software, identifying and reporting bugs, documenting releases, and providing customer support.

### **Duties and Responsibilities:**

- Maintain and update data within the Chameleon animal shelter software.
- Develop, modify, and upload reports using Crystal Reports.
- Assess and enhance process efficiency and software functionality.
- Collaborate with staff across departments to support reporting and Chameleon software.
- Address any security or safety concerns that could impact staff, clients, or the organization.
- Provide regular updates to manager
- Ensure timely completion of assigned tasks and responsibilities.
- Works alongside vendors of the organization to achieve desired outcomes.
- Participate in relevant meetings.
- Perform additional duties as assigned.

### **Requirements and Qualifications:**

- Experience with, and proficiency in, Crystal Reports required.
- Associate's Degree in Information Technology, Computer Science or related field or equivalent work experience.
- Experience with Chameleon shelter software highly desired.
- Minimum of 1 year of experience in project management.
- Ability to work in a fast-paced environment.
- Excellent communication and organizational skills.
- Ability to work independently and manage time efficiently with minimal supervision.