

Position Description – Part-Time Keystone Support

The Company

MoreThanData is a Non-Profit organization providing complex software solutions to Habitat for Humanity affiliates across North America. The company is seventeen years old and is the most successful company in service to Habitat for Humanity affiliates. We currently serve 40% of the affiliates and we are the major provider of software solutions to this market. The company headquarters is in Winder Georgia but MTD has decentralized operations and all of the MTD staff works from their location. Our staff is spread across all four time zones.

The Position

This part-time contractor position is for a customer support help line person to work two days per week manning our customer support line. We have an expanding set of software products which need continued testing and customer help line support. Our current primary help line person has fifteen years of experience with Keystone and she will continue to handle the other days support.

Our flagship product is Keystone, a Microsoft Access database product. Keystone is a complex Affiliate Management System that includes Constituency Relationship Management (CRM) as well as a full Mortgage Servicing Module. A full description of our software may be found on our website at www.morethandata.org.

The new development work planned includes adding web extensions to this core MS Access product. As a Help-Line representative, you will need to be relatively versed in Keystone as well as general Microsoft product support including windows operating systems issues and MS product installations.

The required specific help line support skills are:

- A. Keystone basic operations
- B. Microsoft Windows support for Win 7 and Win 8.1
- C. Keystone Installation problem resolution
- D. MS Excel and Access problem resolution
- E. Good general computer problem resolution skills

Development and Systems Engineering Team

This person will be part of an Engineering Team sharing responsibilities with five other talented team members with wide experiences in developing software for the non-profit market.

- A. **Martin Reeves**, Business Analyst and Senior Microsoft Systems Developer. Martin has his own IT systems consulting business but will focus mainly as a consultant to MoreThanData.
- B. **Bob Pritchard**, Access Programmer and the backup developer for Martin. Bob has been an MTD board member since our inception in 2006 and is responsible for many of MTD extension products.
- C. **Chris Patterson**, Web Systems Programmer and Microsoft Systems Developer. Chris has his own IT system consulting business and contracts with MoreThanData on a project basis.
- D. **Tim Tucker**, Web site developer and help file editor. Tim has his own Web Design firm but devotes a major part of his time to MTD projects on a contract basis.

Please Contact Larry Mancini, President of MoreThanData at 706-835-2305 or larry@morethandata.org