**POSITION/TITLE:**    Process Automation & Technology Systems Specialist

**POSITION SUMMARY**:

This position will report directly to the Chief Operating Officer ("COO") and is a key support position of TriLinc's Operations Team.  The Process Automation & Technology Systems Specialist performs a wide variety of duties to optimize business processes and is responsible for the day-to-day administration of the organization's various technology platforms.  The position serves as a critical bridge between TriLinc departments and the systems they use to maximize efficiencies and system utilization.

**RESPONSIBILITIES:**

**Overall**

- Assist in performing all tasks necessary to achieve the organization's mission and help execute growth plans.
- Represent TriLinc in a manner that is consistent with our purpose, mission, vision, and values.
- Actively support a process-driven culture of compliance, transparency, and accountability.

**Process Automation**

- Design and implement an overall automation strategy to create operational efficiencies and automation solutions that allow the business to scale without additional headcount.
- Identify automation opportunities across business platform and build processes for continuous improvement of critical operational metrics across key functions.
- Collaborate with departments and systems providers to design, develop, and implement automation solutions based on department specifications.
- Leverage automation to increase efficiencies and reduce operational risks in key business processes on an ongoing basis.
- Create and manage reports and dashboards and implement report automation.

**Technology Systems Support**

- Evaluate and manage current software systems and providers to maximize usage, create efficiencies, reduce risk, and enhance analytics.
- Drive the implementation of new systems from initial review to full deployment.
- Coordinate regularly with systems providers and internal departments to ensure systems are up to date with the latest versions and enhancements and ensure data integrity.
- Implement change management processes and system integrations.

**Project Management**

- Obtain consensus among various departments on project priorities.
- Ability to prioritize projects on a risk assessment basis.
- Determine the resources needed for successful implementation of new and existing systems.
- Collaborate with multiple departments to scope project requirements and ensure the needs of all departments are met.

**EDUCATION AND EXPERIENCE:**

- Bachelor's degree (B.A.) from four-year institution, in Information Science-related field preferred.
- At least two years of related experience.

**SPECIFIC KNOWLEDGE AND SKILLS:**

- Experience with portfolio management systems required.
- Excellent communication skills.
- Efficient, flexible, and motivated while managing competing priorities.
- Ability to multi-task is critical.
- Excellent organizational skills with extreme attention to detail.
- Project Management experience is a plus.
- Advanced technical knowledge and the ability to translate technical requirements for common consumption.