Business Systems Analyst

INCUMBENT: TBD
REPORTS TO: VP, Digital Inclusion
LOCATION: Telework eligible
STATUS: Full-time, Non-Exempt
DATE: February 1, 2022

TO APPLY

Please email a résumé, three references, and a cover letter explaining why you believe you would be a good fit for this position to HR@connectednation.org. Compensation range is approximately $65,000, commensurate with experience and qualifications. Connected Nation is an equal opportunity employer.

JOB DESCRIPTION
The Business Systems Analyst will provide business process analysis, intranet/application development, and application support across all organizational departments. In addition, this position will provide design, project management, programming, testing, documentation, training, and post implementation support.

JOB DETAILS
Connected Nation (CN) is a national non-profit with a mission to improve lives through technology. We are a mission-driven team focused on closing the Digital Divide everywhere for everyone. This position will join team members from across the country with a deep commitment and passion for the mission and a high proficiency for collaborating and innovating in a fast-paced, remote work environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Business Requirements Gathering
- Meet with internal and external stakeholders to establish project scope, system goals, and requirements for internal or external-facing electronic applications and tools.
- Define business and technical integration requirements for web-based applications, databases, and other CN applications.
- Collaborate with designated project manager and participate in project team in the development of technical resources.
- Analyze functionality of all current and future CN websites and develop new business requirements.

New Systems Integration
- Guide and support system integration of new or outsourced or third-party solutions. In case of custom applications, develop a test plan.
- Participate in vendor or developer training for set-up and configuration of systems, if required during testing and deployment.
- Train users in efficient and effective use of systems, developing best practices to share with internal and external clients.
- Create application documentation and user manuals to support applications and to be distributed to relevant user groups.
• Design and develop new intranet system and other applications to streamline business processes, especially enabling the productivity of mobile and remote users.

Systems Support and Maintenance
• Quickly respond to support tickets and requests from CN staff according to company procedure. Troubleshoot and resolve application issues with vendor support, if required.
• Identify and inform IT architects, project managers and appropriate team leads of any issues that may affect any other areas of the project.
• Manage vendor relationships for CN applications.
• Provide backup desktop support to IT staff as needed and ensure effective communication of various systems projects and integrations.
• Meet with CN employees to determine IT needs for more effective and efficient fulfillment of operational needs.

System Performance
• Implement best practices for scalability, supportability, ease of maintenance, and system performance.
• Monitor and report performance trends on web tools and inform improvement strategies.
• Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE
• BS in Computer Information Systems or Computer Science required; Master’s preferred.
• Three years work experience in a development environment required.
• Experience installing, configuring, documenting, testing, training, and implementing new applications and systems.

QUALIFICATIONS
• Ability to work independently with minimal assistance and under pressure in a fast-paced environment.
• Ability to assess business needs and translate them into relevant solutions
• Strong organizational and communication skills.
• Excellent presentation skills and the ability to present complex computing concepts to technical and non-technical staff.
• Strong analytical and problem-solving skills with the ability to logically break down a problem into smaller manageable parts to solve.
• Experience negotiating contracts required.
• Knowledge of enterprise software and services required.
• Possess a thorough knowledge of Microsoft® Office Suite.
• Cultivates strong and collaborative working relationships, while having the ability to handle sensitive and confidential datasets.
• Ability to identify risks and communicate potential challenges.
• Strong work ethic and unquestioned personal and professional integrity.
• High level of commitment to team and company values.
• Attention to detail, establishing priorities and meeting deadlines.
• Willing to travel as needed.
• Valid state driver’s license required.

ESSENTIAL PHYSICAL REQUIREMENTS
• Ability to sit at a desk for one or more hours at a time.
• Ability to lift and carry up to 10 lbs.
• Ability to operate computer and equipment in the office and community settings.
• Must have sufficient mobility to move around the office and the community.
This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.