

Position Description

Title: IT Business Systems Analyst

Reports to: Director of Information Management Solutions

Hours: 40 hours per week

Supervises: N/A

FLSA Status: Non-Exempt

Purpose

The IT Business Systems Analyst is a key member of the Information Management Solutions team, providing high-quality information system processes and support for the Advancing Native Missions (ANM) office and staff. The Analyst works across departments using both business acumen and interpersonal skills to ensure the success of ANM's vision and mission.

Responsibilities and Tasks

General Responsibilities

- Perform all job responsibilities for the purpose of carrying out ANM's mission to mobilize the church to encourage, equip, and advocate for strategic and fruitful local ministries throughout the world who are introducing the gospel of Jesus to unevangelized and unreached people where they live.
- Live out the organizational values of ANM: We are Christ-centered, we seek relationships, we live with integrity, and we practice stewardship.
- Works with ANM staff to standardize information system processes—especially for Salesforce and other systems that require significant configuration and customization—and to configure the information system to optimize automation of those processes.
- Captures—and helps to engineer—business processes (BP) and workflows. A part of this BP capture is to document and standardize data items for entry, manipulation, and reporting in ANM systems.
- Provide the executive team with data and analysis related to organizational and departmental metrics.
- Configure the user interface within cloud systems to maximize capabilities—those provided out of the box and through applications—in a standard way and will often be a system administrator who will create, update and delete user accounts.
- Maintain configuration documentation for ANM staff users of the system and other members of the IT department.

Specific Responsibilities

- Primary user advocate to the Information Management Systems team.
- System administrator for persons and data.
- Assists in gathering and documentation of critical business processes.
- Creates dashboards and reports related to ANM goals, metrics, and marketing initiatives
- Provides monthly analysis and feedback to the executive team related to metrics
- Creates user stories for system usage in support of business processes.
- Derives user roles for the system and identifies user accounts that should be placed in those roles.
- Assists in identification of data flows within and between existing system components.
- Develops a configuration plan to maximize usability of each user role previously identified.

- Works with the developer to identify custom components required to meet baseline requirements for tasks supported by the system but not provided out of the box.
- Provides first tier customer support for cloud-based systems such as Salesforce.
- Conducts system training and orientation to the system for new users.
- Provides periodic reports on system issues, user issues and user satisfaction.
- Acts as the users advocate on change management boards and system road map planning.
- Attends departmental and organizational meetings in order to stay in connection with staff, donors, goals, and the mission and vision of ANM.

Skills and Qualifications

Required Skills

- Experience in business analysis
- Experience in technical support, user training, and/or user documentation production
- Experience in Excel or other spreadsheet programs

Preferred Skills

- Experience in the non-profit sector
- Experience with administration of Salesforce
- Formal training in business analysis
- Experience with Agile software development methodologies
- Experience using Jira to track requirements and issues
- Experience in User eXperience (UX) design
- Experience in report creation tools
- Familiarity with Payment Card Industry Data Security Standard (PCI-DSS) compliance activities

Physical Demands

Primarily a sedentary position that requires sitting at a desk and working with a computer for extended periods of time. Also the ability to attend meetings and travel on occasion for training or conferences.

Compensation and Benefits

Compensation: Estimate provided upon request

Payment Cycle: Semimonthly, the 5th and 20th of each month via direct deposit.

Paid Time Off: Holidays, Vacation, Sick Leave, and Family Leave

Insurance Benefits Offered: Dental, Vision, Life, Retirement, Aflac Supplemental
