

Job Description

Job Title	Systems Analyst	FLSA	Exempt
Salary Grade	AO-55	Reports to	Director, IT
Approval Date		Travel %	30%
Department	IT		
Location	Wayne, PA or remote within commuting distance of office		

JOB DESCRIPTION

Summary/objective

Develop, implement, maintain, support, IT, and information systems to meet the business needs of organization, specific to AO NA's corporate CRM/Event Management System as they relate to processes, learner access and use and faculty support. Assess relevance and appropriate use of complimentary systems and support their integration to enhance productivity and share data with international parent organization as needed.

Essential functions

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Document current state/gaps via process flows; define swim lanes; data flows.
- Develop and/or modify processes to resolve moderate to complex business issues by leveraging technology, based on business needs
- Manage and support the integrations for DAM, LMS, Boomi, Zoom, and others as needed
- Identify complementary software and hardware solutions to meet business requirements and make recommendations for its optimal use
- Install, monitor, and maintain system integrations
- Maintain relationships with hosting partners and monitor server environment
- Communicate the organizations IT needs to international business units and report to management on global IT roadmap
- Define, document, and maintain business rules and protocols collaborating with users
- Work to develop test plans and procedures, validate the application design, and define acceptance criteria
- Analyze to breakdown large items into smaller independent components. Lead work sessions with technical team members to address questions or concerns.
- Perform data analysis to support business and compliance reporting for audits
- Prioritize requirements and deliverables working with business users, and IT Director
- Monitor software developer progress and report to IT Director
- Perform quality control on release packages and guide user acceptance process
- Lead and support adoption of workflows and processes by developing supporting materials, conducting trainings, and coordinating communications

- Monitor and maintain database integrity
- Monitor and maintain CRM/ERP security

Additional Job Functions

- Travel to course site/conferences as required
- Work with IT Analyst to ensure adequate coverage of IT department during vacations

Competencies

- Ability to make strategic recommendations based on user/business requirements, data, and feedback on current workflows and systems
- Excellent written and oral communications
- Ability to work with and across different teams globally and manage expectations.
- Ability to work effectively within multiple applications
- Excellent non-technical (soft skills) and technical skills/aptitude
- Ability to adapt to changing priorities to accommodate the changing needs of our business
- Ability to establish and maintain multiple deadlines
- Attention to detail essential

Supervisory responsibilities

N/A but will collaborate with IT Analyst and end-users and other stakeholders on a regular basis

Work environment

The work environment is standard indoor office environment.

Physical demands

Position is primarily sitting, keyboarding with occasional walking, and standing. Lifting of equipment 25 lbs. or greater is common.

Travel required

The travel for work environment is standard airline travel and hotel/convention center indoor environment.

Required education and experience

- Bachelor's degree in Management Information Systems or similar field
- 3-5 years' experience collaborating with different stakeholders who utilize a CRM
- Knowledgeable in Agile methodology and scrum and able to educate others
- Demonstrated technical writing experience
- Experience analyzing and managing integrations and working globally

Preferred education and experience

- Master's degree in Management Information Systems or similar field
- Prior supervisory experience
- Salesforce experience
- Involved in contributing to global projects involving multiple teams.
- Microsoft SQL Server experience

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

This job description has been approved by:

Manager _____ Date _____

HR _____ Date _____

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____