



JOB DESCRIPTION & POSTING

Business Systems Analyst

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| Organization: | The mission of Jewish Federation & Family Services (JFFS) is to care for people in need and strengthen Jewish community in Orange County, Israel, and around the world. The many programs and services of JFFS benefit the Jewish community as well as people of all faiths, ethnicities and ages in Orange County. |
| Position: | Business Systems Analyst |
| Supervisor: | Director, Information Systems & Donor Operations |
| Job Summary: | Business Systems Analyst is responsible for development and maintenance of the informational systems of JFFS. The majority of the portfolio for this position includes system administration for JFFS' Blackbaud CRM database. Responsibilities include managing hosted and local environments, maintaining security permissions and user accounts, monitoring business processes, improving data integrity and quality, and support for users throughout the organization with special emphasis on the reporting and analytical needs of the Philanthropy (fundraising), Donor Services and Finance departments. |

Job Functions and Duties:

Advance reporting/analytics –

- Think strategically about data in an effort to improve ability to fundraise
- Provide advanced query reporting for management analytics
- Analyze data and generate key metrics for strategic decision-making
- Advance reporting and query in-house expert:
 - Create advanced queries/selections/smart queries/KPI's/Dashboards
 - Aggregate data for management analysis using SQL and SSRS
 - Create complex export definitions and set up export processes
 - Create data lists for JFFS direct mail appeals, phonathons, and invitations for events
- Train employees in the Donor Services department on above listed tasks as needed

Database management -

- Ensure the hosted CRM environments (Staging and Production) are maintained appropriately; ensure upgrades to new service packs, builds, and packages
- Administer local CRM environment(s) necessary for testing, development, and upgrades
- Manage CRM user accounts and permissions associated with CRM security roles
- Set up, schedule, and monitor CRM business processes and queues
- Investigate and troubleshoot errors users encounter and submit cases to support

Application Development -

- Work with supervisor to align business systems with organizational goals/objectives and create/maintain business processes in support of stated goals/objectives
- Develop CRM reports and customizations using SQL Server tools, Report Builder, Visual Studio and SDK
- Ability to use .NET Framework for report changes in CRM (V4.0+)
- Write SQL scripts to update data that can't be done using global processes
- Explore and implement integration with other applications in use by JFFS

Support -

- Develop strategies to improve use of informational systems throughout JFFS
- Participate in planning meetings with Director of Information Systems & Donor Services
- Participate in CRM upgrade projects
- Facilitate all year end activities and processes as it relates to CRM and other applications
- Provide necessary support and training to JFFS staff for all business line applications
- Participate in implementation of new business applications
- Other duties or tasks to assist the department or organization as the supervisor may deem necessary

Qualifications:

- Extensive experience with database technologies & software systems, and their use in business, including reporting and data analysis
- Experience with migration for database systems including Constituent Relationship Management Systems
- Experience creating and executing test scripts for testing software to meet business needs
- Experience managing large scale database software implementations
- Excellent understanding of business processes and work flows

- Excellent analytical skills
- Ability to work with staff to ensure that application systems meet organizational needs
- Ability to learn new applications and systems
- Strong oral and written communication skills
- Ability to work on multiple projects, handle interruptions and shifting priorities, maintain focus on tasks, pay attention to details, and produce accurate work
- Ability to handle confidential information and materials with discretion and integrity

Education/Training and Certification:

- Bachelor's degree in Information Systems or equivalent job experience (5+ years)
- 3-5 years of experience in database management and administration is required (Blackbaud CRM experience is a plus)
- Intermediate to Advanced skills in SQL Server Reporting Services, Microsoft Access, Report Builder
- Experience in Microsoft Visual Studio, SQL, .Net, SDK
- Proficient in use of Microsoft Windows and Office products (with advanced skills in Excel and Word) and standard office equipment
- Knowledge and understanding of development, fundraising, and nonprofit organizations

Benefits:

- This is a full-time position
- JFFS provides a comprehensive benefits package

No phone calls please. Please email resume and cover letter with salary requirements to Anita@JFFS.org.

Only qualified applicants will be contacted. EOE.