NEW HAMPSHIRE CHARITABLE FOUNDATION

Business Systems Analyst
Date of Last Revision: 05022023

Title Group: Analyst • guides the deployment of solutions to improve business processes
• has no responsibilities for performance management of staff

Department: Information Systems   **Reports To:** Director, Information Systems
Status: Full-time | Exempt

Position Summary
Delivers application support of existing software solutions while participating in the evaluation and implementation of new software services. Identifies key business processes & best practices to promote effective & consistent delivery of software services.

Essential Job Functions and Responsibilities
Core Business Systems
- Key partner in strategic and tactical software environment decisions; helps develop road map for transition from current to future landscape
- Support migration to and become primary administrator for new core systems such as CRM and Donor Portal
- Develops workflow/process map inventory for both current and future business initiatives, including advocacy of best practices and re-engineering potentials
- Selects optimum software update schedule(s) with host provider when possible while providing strong coordination of full platform testing with staff business subject experts
- Develops in depth familiarity with integration points (i.e. peripheral software systems) and processes across organization
- Maintains and enhances system processes required for all organization wide tasks (e.g. events, mailings, etc.)

Knowledge/Data Management and Reporting
- Development resource and primary support for organization-wide reporting tools and Sharepoint application
- Prominent role in definition/validation of expanding metrics-based reporting processes; ensures consistency of coding for consolidated reporting
- Perform regular data checks and maintenance to enhance data integrity
- Administrator of the Foundation's Knowledge Management system and process

Training and Support
- Responsible for developing & maintaining application documentation enhanced by appropriate training and coaching practices for staff
- Participates as member of various internal technology governance committees, partnering with key staff and business subject experts in delivering enterprise data management best practices
- Provide first line support for Foundation employees as needed for core applications and coordinate escalation with appropriate vendors as required

Other
- Provides Foundation representation with national user forums and special interest groups
- Performs other duties as assigned

Essential Knowledge, Skills, and Attributes

- Deep knowledge of CRM, Portal products, Power BI and Sharepoint products; familiarity with financial systems
- Able to create and execute efficient queries, exports, reports and imports for all departments
- Demonstrated flexibility to shift priorities as business needs dictate and a strong technical aptitude to communicate effectively with IT resources
- Extremely well-developed organizational, time management and analytical skills
- Ability to work with business subject experts to capture and document all necessary system requirements
- Strong project management skills, including estimating, managing to scope and appropriate prioritization from inception through completion
- Ability to work comfortably in a fast-paced environment and under deadline pressure
- Excellent writing (business and technical) and verbal communication skills
- Demonstrated attention to detail and accuracy
- Ability to handle sensitive and confidential information with discretion and judgment
- Professional demeanor and excellent presentation skills
- A thoughtful team player who can work independently
- Demonstrated initiative, resourcefulness, independent decision-making

Job Characteristics

- Shared office environment based in Concord, NH
- May require long periods of time at a computer
- Night and/or weekend work may be required
- Travel around the state may be necessary; may require travel to conferences with overnight travel possible

Essential Qualifications

- A combination of education and experience equivalent to the needs of the role.
- Advanced Microsoft/Office 365 skills including knowledge of SharePoint, Teams and Power BI/Power Automate. Microsoft certifications desirable but not required.
- Strong experience with CRM, Financial and Grants Management systems and portal products
- Previous business analysis experience in not-for-profit sector
- Valid driver's license

Organizational Life

- Participates in the Foundation's organizational life, including improvement teams, and events as required
- Belief in the mission and purpose of the New Hampshire Charitable Foundation
- Positively demonstrates the values and contributes to the culture of the Foundation
- Demonstrates a commitment to community and the well-being of New Hampshire
- Interacts professionally with other employees and external stakeholders
- Follows all company policies and procedures, as well as all local, state and federal laws concerning employment
- Contributes to a safe and productive environment

Essential job functions and requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. This job description is general and may evolve over time. The description is subject to periodic updating. At management's discretion, the employee may be assigned different and/or additional duties or responsibilities.