

**JOB TITLE:** JUNIOR SYSTEMS ANALYST  
**LOCATION:** WASHINGTON, DC  
**REPORTS TO:** CHIEF INFORMATION OFFICER  
**FLSA STATUS:** EXEMPT

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**SUMMARY:** The Junior Systems Analyst position engages in planning, implementation, training, and support of organizational technology and data-driven initiatives, systems, and services. The Junior Systems Analyst also serves as the primary technical lead for AAU's CRM/Association Management System and other core business technology platforms.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned to meet business needs.

**Data Systems Management**

- Support daily operation and on-going management of the Association Management System (AMS):
  - Maintain detailed understanding and working knowledge of AAU business processes, AMS system and workflows, and the AMS' relationship to other systems within the organization.
  - Develop process documents, report specifications and end user custom reports and queries.
  - Establish an on-going process for maintaining quality and accuracy of data; define data quality audit process and procedures.
  - Create, update, and maintain standard operating procedures and database style guides based on AAU business operations.
  - Perform database query development by gathering end user requirements and creating advanced queries, analysis, and reports; produce data reports as needed; assist in extraction of data from AMS to for email communications, surveys and mailing lists.
  - Lead AMS user working group; set up and conduct end user discussions regarding business processes using the AMS.
  - Conduct AMS training for staff based on their technical and job function needs.
  - Facilitate the centralization of business data to support data-driven business intelligence. Perform and assist with imports into database-related applications and data analysis.
  - Manage ongoing AMS upgrades including the development of testing plans; work collaboratively with staff and consultants to develop, maintain and test new and enhanced features in the AMS.
  - Assist with the creation and support of integrations between third-party systems and the AMS.
  - Keep up-to-date of developments and trends in general database/AMS management.
- Manage and support technology systems, applications, and initiatives:
  - Install, configure, upgrade, manage, and support a wide range of technologies including, but not limited to: information systems (AMS, CMS), software applications, cloud services, and operating systems.
  - Interact with staff at all levels to gather and synthesize business requirements and recommend changes or modifications to enhance business process or streamline efficiencies.
  - Conduct research, testing, and evaluations of new systems.
  - Evaluate change requests, impacts, and efforts of requested or planned changes. Track, assess, and communicate the impact of changes with stakeholders.
  - Compile project status reports, coordinate schedules, and manage project meetings.
  - Work with outside consultants to troubleshoot system issues or meet various project needs.
  - Keep up to date with technical and industry developments related to cloud services, software applications, hardware, and operating systems; propose improvements and advancements for the organization's information systems

**Training**

- Train staff as necessary on a wide range of technologies including, but not limited to AAU information systems (AMS, CMS, SharePoint Online), cloud services, software, and hardware.
- Provide technology training as a continuing activity. Lead or facilitate training sessions (one-on-one, classroom style, virtual, self-paced or otherwise) based on individual staff learning needs. Evaluate and support ongoing user adoption of AAU technology resources and systems.
- Onboard new employees with accounts, appropriate system access, and training.
- Write and revise end-user and internal departmental training documentation and procedures. Develop training materials as necessary.

## **Helpdesk**

- Answer, evaluate, prioritize, and track incoming requests for assistance from users experiencing issues with business systems, software, and devices.
- Perform root cause analysis. Work with systems and vendors to handle problem recognition, research, isolation, resolution and follow-up for reported issues.
- Act as primary point of contact to external vendors in scheduling and managing equipment maintenance and support on office equipment such as phone system and copiers.

Serve as a backup and primary point of contact for various technology department responsibilities. Perform related duties within the department as assigned or necessary.

## **QUALIFICATIONS/ BUSINESS COMPETENCIES - Ideal candidates will have the following characteristics:**

- Excellent oral, written, and positive interpersonal skills. Must be able to communicate technical topics using both technical and nontechnical language, listen actively, and support staff and members of varying technical abilities.
- Excellent analysis and problem-solving abilities and previous experience with gathering requirements, translating business to technical requirements, and business analytics.
- Excellent customer/member service skills, attention to detail, dependability, and professionalism.
- Results-oriented, highly organized, and able to manage multiple tasks and competing priorities.
- Positive, high energy, enthusiastic attitude with a strong desire to innovate, learn new technologies and techniques, and apply them across the organization.
- Forward thinking, creative individual with critical thinking, self-motivation, innovation, and excellent judgment skills.
- Operationally flexible to meet sudden and unpredictable business needs and willing to work outside standard established business hours as warranted. Adept at learning on the fly.
- Willing to take ownership for wide-ranging responsibilities, demonstrate accuracy and thoroughness, and look for ways to improve and monitor own work to ensure quality.
- Work ethically and with integrity, follow AAU's policies and procedure, be consistently at work and on time, and ensure work responsibilities are covered when absent.

## **PROFESSIONAL / TECHNICAL EXPERIENCE**

- Minimum 1 year of support/admin experience:
  - Salesforce - creating charts, dashboards, advanced queries, and reports, working with and extending data objects, & managing system integrations.
  - Microsoft Office 365 platform, particularly SharePoint Online & OneDrive, and Productivity Software (Microsoft Office 365 Suite), with advance knowledge of Word, Excel, and Outlook.
  - Modern operating systems in a business environment: Windows 10 and MacOS Sierra/High Sierra.
- Experience serving as a liaison between business and technology teams.
- Experience providing technology training.
- Experience analyzing data from various sources, identifying trends, and making recommendations to address business problems or enhance or streamline processes.
- Experience working with Fonteva AMS a plus.

**EDUCATION AND TRAINING/EXPERIENCE:** College degree or certifications in related fields are required; 1-3 years of work experience supporting information systems and database technologies. Experience in non-profit and/or higher education preferred.

**SUPERVISORY RESPONSIBILITY.** This position has no supervisory responsibilities. However, the Junior Systems Analysts is expected to work effectively with all staff to provide technical support and training.

**WORK ENVIRONMENT.** This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**POSITION TYPE AND EXPECTED HOURS OF WORK.** This is a full-time position. Days and hours of work are Monday through Friday, 9:00 a.m. to 5 p.m.

**PHYSICAL DEMANDS.** This is largely a sedentary role; however, this position would require the ability to lift files, open filing cabinets and bend or stand as necessary. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move up to 10 pounds and occasionally lift or move up to 25 pounds.

**MUST BE CURRENTLY AUTHORIZED TO WORK FOR ANY EMPLOYER IN THE U.S.**