

## SAMARITAN HOUSE POSITION DESCRIPTION



**Neighbor helping Neighbor**

[www.samaritanhousesanmateo.org](http://www.samaritanhousesanmateo.org)



<b>Position Title:</b>	<b>IT Business Analyst</b>
<b>Department:</b>	Finance/IT
<b>Supervisor:</b>	CFO
<b>FLSA:</b>	Full Time 30 hrs / Non-Exempt Hourly \$40.00

Since 1974, Samaritan House has grown to become San Mateo County's leading non-profit that brings a new level of hope, dignity, and empowerment to people living in poverty as they fulfill immediate needs and guide people to self-reliance. Recognized as a role model in the community, Samaritan House is the largest food distribution agency in the county. Its other free services include shelter and housing assistance; medical and dental clinics; clothes for children; personalized case management and much more. We do this with the help of an excellent team of dedicated staff and volunteers. People who come to Samaritan house are welcomed with a smile by friendly, helpful staff, which quickly builds trust and breaks down the stigma associated with being in need. They also discover that Samaritan House takes a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community's needs. We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and excellent work ethics. We welcome candidates who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate community helping our neighbors in need.

Under the general supervision of the Chief Financial Officer (CFO), the IT Business Analyst for Samaritan House will support the Agency's on-going IT Roadmap, which is focused on improving the quality and use of the products and services delivered by IT throughout the Agency. This position will develop project plans and provide project management assistance as assigned. The analyst must be comfortable with accessing information contained within various systems and where necessary, combine data to create meaningful reports for program managers. This position will support, understand, document and model current business procedures as well as identify areas for improvement and work with managers and staff to design and implement process improvements. This position will need to obtain a thorough understanding of the current state of the Agency prior to recommending changes relative to implementing new business solutions. This position will serve as "translator" between business and IT.

The IT Business Analyst will support the Agency's efforts to safeguard and make maximum use of its data. This position will ensure the accuracy and proper classification of data maintained in its various systems. Incumbent will collaborate closely with administrators of the various applications including but not limited to LiveImpact, Clarity, Prime Suite, Intacct and the website managing system privileges, performing data analysis, and supporting/evaluating customizations, process improvements and product enhancements. This position will operate within Federal, State, County, Local and Agency regulations relative to IT governance, risk and compliance management.

## CANDIDATE QUALIFICATIONS

**Preferred job requirements and qualifications for the position are as follows:**

### **Education and Licenses- -**

1. Bachelor's degree in business, IT or related field. Equivalent experience in an IT Business Analyst or similar position may substitute for some college.

2. Desired Acceptable Certifications but not required: CAPM (Certified Associate in Project Management) CCBA (Certificate of Capability in Business Analysis) or other similar certifications i.e. PMP, CBAP

#### **Experience-**

1. Minimum three years working as a functional, data or business analyst.
2. Minimum three years working with application systems and databases such as Access, SQL, Excel (advanced skill), Wordpress, MS Project or other project management applications. Advanced proficiency with computer software programs including Microsoft Office Suite (Excel, Word, Outlook, and Windows).
3. Previous experience with developing business requirements, instructional and procedural documentations and presentations
4. Comprehensive knowledge of information technology and ability to remain progressive with IT advances.

#### **Knowledge, Skills and Abilities-**

5. Strong analytical skills with demonstrated ability to extensively analyze business processes and workflows.
6. Excellent and professional communication skills both written and verbal. Ability to successfully articulate and translate technical language into non-technical terms to ensure clear, professional and effective communication with all.
7. Excellent organizational, multi-tasking and prioritization skills required. Strong attention to detail, follow-through, proactive problem solving skills and creativity. Ability to meet timely deadlines.
8. Good interpersonal, relationship building skills. Ability to create and maintain excellent relationships with all constituents of various backgrounds, skills and personalities; excellent customer service. Ability to work independently and within teams, strong initiative.
9. Excellent professional boundaries.
10. Ability to work in a fast-paced work environment and successfully maintain professionalism at all times.
11. Ability to exercise appropriate and timely judgment.
12. Conduct business within agency values, professionalism, high integrity and ethics.
13. Ability to be adaptable and flexible within an ever-changing work environment.
14. Ability to occasionally work a flexible schedule based on Agency needs, including but not limited to evenings, weekends and holidays if needed.
15. Candidate must be able to travel between the Agency's various sites; valid driver's license, good driving record and a registered and insured vehicle required.

### **ESSENTIAL FUNCTIONS OF THE POSITION**

1. Work with IT Steering Committee to implement projects defined in the IT Roadmap Document.
2. Work with IT Steering Committee and IT Advisory Committee to keep the IT Roadmap current with Samaritan House's evolving needs.
3. Perform feasibility analysis, scope projects, and work with the project management team to prioritize projects and or deliverables.
4. Provide technical support to staff in their use of business applications and systems that maintain important Agency data. Coordinate as needed with vendors who provide and support Samaritan House systems.
5. Collaborate closely with business managers and other staff to identify and analyze core business processes and workflows. Facilitate workshops with subject matter experts (SME's) as needed to assist managers in designing new procedures and in documenting process and workflows.
6. Ensure data within various systems is accurate, clean and ready for export/import between systems as needed. Ensure standard data definitions are used to facilitate data consistency among applications.
7. Support Agency managers with systems support, enhancements and reporting needs. Act as a user advocate to proactively resolve issues and recommend solutions.
8. Work with software vendors to facilitate integration testing, user acceptance testing, and functionality testing for new software that is developed or acquired.
9. Generate detailed Business Requirement Documents (BRD) and translate them into functional specifications as needed.
10. Deliver analytic support and data interpretations by coordinating data extraction from various databases.
11. Support the infrastructure of the Agency's website. Ensure website functionality. Monitor, assess and report on website performance. Support Agency departments (i.e. Development and Volunteer) as needed with updating content and online marketing projects.
12. Assist CFO with IT related administrative duties as needed.
13. Assist with other department of agency activities and special events where needed.
14. Attend any internal or external meetings or trainings as assigned. Represent Samaritan House in the community in a positive and professional manner.
15. Report any incidents/accidents immediately - within 24 hours.
16. All other duties as assigned.

## EMPLOYMENT TERMS AND BENEFITS

This position is full time 30 hours per week, Hourly Non-Exempt. Work hours for this position will generally be within Mon-Fri 9:00 am to 5:30pm and as needed will include weekday evenings, weekend days/ evenings, and Holidays as required. Benefits include Health and Dental Care, Life, LTD and AD&D; Voluntary Benefits include Vision, AFLAC, voluntary participation within Agency's 403B retirement program, transportation program. Paid Time Off Benefits Includes prorated: nine paid holidays per year; and a 1<sup>st</sup> year PTO allowance of 22 days prorated to weekly schedule.

## HOW TO APPLY

No phone calls, please! Samaritan House is an equal opportunity employer. *Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually. If your skills and experience are a good match for this position, we will contact you for an interview.*

Interested candidates for this position will be required to submit **a cover letter and resume to:**

SAMARITAN HOUSE attn.: Director of Human Resources 4031 Pacific Blvd. San Mateo, CA 94403

E-mail: [hr@samaritanhousesanmateo.org](mailto:hr@samaritanhousesanmateo.org) Facsimile: (650) 294-4336