Job Title: Business Systems Analyst
Department: Information Services
Status: [Regular Full-Time] [Exempt]
Location: Nashville, Tennessee International Headquarters

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Purpose and Scope
The Business System Analyst’s role is twofold. The primary responsibility is to assist with configuration and support of NetForum, TGI's Membership System. This includes capability to analyze and resolve NetForum program issues in a timely and accurate fashion, support optimal system availability for users, provide updates, enhancements, and fixes as directed by Management.

Secondly, the Systems Analyst will provide assistance to the Data and Reports Architect. The Gideons International maintains a Data Warehouse for purposes of supporting website and reporting needs of the ministry. This position will work in conjunction with the Data and Reports Architect to respond to data and reporting requests and troubleshoot issues as required.

This position is also responsible for coordinating with TGI Operations, Membership Department and IS Developers to monitor data quality, integrity and reporting accuracy. Additionally, the position will apply proven communication and problem-solving skills to guide and assist the user group on issues related to design, development, deployment, support, and enhancement of the NetForum system as required for Business functions and operations.

Essential Job Functions
Job functions and duties:

• Maintain an in-depth knowledge of TGI operations and processes, and how various enterprise operations, membership and financial systems function and interact to support TGI’s mission.
• Set up queries within NetForum for use in all departments.
• Set up queries for TGI departments in SQL where the NetForum query tool is insufficient to obtain the needed information.
• Assist with existing reporting infrastructure (such MS SQL and MS Access queries, stored procedures, report templates, and spreadsheets) and other processes that require familiarity with and access to TGI enterprise systems data.
• Research issues reported by various departments within the HQ office, and communicate these issues in NetForum terms to Avectra for resolution. When resolution is provided, determine and confirm if solution met the need prior to user testing and implementation.
• Coordinate with Avectra and other vendors to define, prioritize and implement enhancements to the system. Approve Technical specifications provided by the vendors. Test the changes prior to turning them over to users for testing. Coordinate implementation once approved to avoid conflicts in other work being performed.
• Perform NetForum Toolkit changes as needed to change appearance (and hiding of icons, etc.) within NetForum.
• Research 503, dues, and donation issues using lockbox files from Xerox, and BOA. Work with Xerox on retrieve failures. Work with vendors when files are missing, and coordinate with Avectra any loads of data which are off-schedule.
• Coordinate with the Great Plains Analyst regarding the various scenarios on orders and financial interfaces between the two systems, and how the XML should be working.
• Work to resolve Web Service issues between NetForum and theConnection. May also include Web Service issues with Great Plains.
• Perform NCOA updates with Data and Reports Architect. Execute stored procedures in SQL periodically to insure latest address information to qualify for discounted mailings.
• Assist with new reporting infrastructure as needed as systems and processes change or new needs are recognized.
• Assist with annual budget and goals process for IOC, managing complex and ever-changing process to propagate top-level budget and goal numbers throughout reporting infrastructure to the camp level.
• Assist with existing TGI recurring mailing list processes and custom shipments, including knowledge of specialized software and regulations to maintain compliance with US Postal Service regulations.
• Provide and apply quality assurance best practices for data & reports architecture, data mining/analysis services across the organization.
• Manage implementation of reporting structures in regards to technical changes and change management.
• Coordinate and perform in-depth tests, including end-user reviews, for modified and new processes, and other post-implementation support.
• Perform other duties as assigned.

Working Relationships
Reports To: Project Services Manager
People Management Responsibility: None
Works Closely With: Senior Project Manager, Data and Reports Architect, Great Plains Analyst, Application Developers, Contractors, Business Analyst, Network Administrator, Support Desk Analyst, all TGI Staff, and vendors for USPS mailing and address compliance

Essential Knowledge, Skills, and Training & Development
Non-physical
Follow verbal and written instructions
Ability to use PC and widely-used software applications, especially Microsoft Office applications
Ability to learn new software applications as necessary
Ability to provide analytical skills
Ability to communicate effectively with all TGI Staff and Membership

Physical
N/A

Mission Critical Competencies

CORE VALUES
• Innovation – Creative Thinking
• Mutual Accountability
• Open Communications
• Trust & Respect

CORE COMPETENCIES
• Actively learns, demonstrates and fosters the organization’s culture in all actions and words. Takes personal initiative and is a positive example for others to emulate.
• Ability to understand the fundamental business drivers and communicate the state of business and provide strategic recommendations to management.
• Proven ability to keep a big picture perspective while dealing with very detailed information.
• Foster Open Communications and Approachability
• Positive and Constructive Attitude
• Business Acumen
• Process Management
• Decision Quality
• Problem Solving
• Perspective
• Ability to challenge the status quo

Work Environment and Time Requirements
Climate-controlled office environment
8-hour workday
Variations in work volume sometimes require extended working hours
Travel required as necessary

Qualifications
• Bachelor’s degree in Information Technology or 10+ years of Information Technology or relevant business-related work experience
• Proven architectural and application developer experience with MS SQL, (particularly with complex queries and stored procedures), MS Visual Studio, MS Visual Basic, and MS Access
• Extensive practical large-scale enterprise experience in operations and/or financial functional areas.
• Knowledge of membership, financial and accounting principles and systems.
• PC experience, especially in Microsoft Office applications
• Extensive experience with core software applications, including Access, SQL Server 2008, SQL Reporting Services, Active Reports, and Great Plains Dynamics.
• Proven experience with reporting tools, software, and other related applications
• Proven experience with data mining, analysis, report writing and technical requirements analysis, business process modeling/mapping, and data modeling
• Considerable exposure to the operation and analysis of relational database software and standards, as well as data retrieval methodologies
• Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs, and flowcharts
• Must possess capability to provide superior reports development and data mining skills for complex projects and assignments concurrently, excellent written skills, positive attitude and initiative, high degree of analytical and interpersonal skills, and teamwork approach. Additional experience should include an articulate understanding and success in applying data technology and reports development efforts to achieve business objectives and revenue goals.
• Successful completion of a drug and background screen

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This Job Description is for general purposes and guidelines only and should not be considered all-inclusive. Neither does the receipt of this job description constitute an employment contract. Furthermore, it should be known that this list of job requirements is subject to change without written notice.