



## Business Systems Analyst – Core Software Solutions and Data Health *September 2023*

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

### **About the New Hampshire Charitable Foundation**

The New Hampshire Charitable Foundation is New Hampshire’s statewide community foundation, founded in 1962 by and for the people of New Hampshire.

We are the place where generosity meets the dedication and ingenuity of nonprofits and the potential of New Hampshire students. For six decades, thousands of people have entrusted their charitable resources to the Foundation, creating a perpetual source of philanthropic capital and making it possible for the Foundation to award more than \$60 million in grants and scholarships every year. We have a staff of 54 passionate and dedicated professionals working across the state, and are governed by a highly engaged Board of Directors.

The Foundation’s purpose is to make New Hampshire a more just, sustainable and vibrant community where everyone can thrive. Our current strategic plan, [\*Together We Thrive\*](#), is focused on advancing equity, racial justice, and economic security. That’s because when a community can draw on the potential, strength, ingenuity and grace of every person in it, that community will be healthier, happier, more prosperous and a better place to live for all.

### **Position Summary**

The business systems analyst for core software solutions and data health 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. As part of the information services team, works to support the health, security and accessibility of the Foundation’s data, networks and systems including overseeing the development and deployment of knowledge management solutions and initiatives designed to enhance data integrity.

## **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 in partnership with Business Systems Analyst for Operations.
- 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 Sharepoint application
- Prominent role in definition/validation of expanding metrics-based reporting processes; ensures consistency of coding for consolidated reporting in partnership with Business Systems Analyst for Operations.
- Assists users with creating queries, exports, mail merge templates, and reports as needed
- Perform regular data checks and maintenance to enhance data integrity and develops and improves policies for best-in-class data management practices
- Administrator of the Foundation's Knowledge Management system and process in partnership with the Communications and Content Manager.

### *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 a plus
- Strong knowledge on developing for both web and Microsoft platforms
- Able to create and execute efficient queries, exports, reports, imports and other solutions for all departments

- Understanding of web sites, web standards and web accessibility issues
- Familiarity with NIST security standards
- 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
- 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.
- Experience in developing coding solutions from departmental to organizational level
- 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

The New Hampshire Charitable Foundation provides equal employment opportunity to all applicants without regard to factors such as race, color, sex, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, pregnancy, genetic information, marital status, military or veteran status or any other characteristic protected by law.

*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.*