



Business Systems Analyst 1.0 FTE Job Code 2017 - 039

Position Community Sector Part Time
Status: Paramedical Sector Full Time
Location: Vancouver or Kamloops

Union: HSA
Salary: Grid 13 - \$25.80

Open Door Group

Open Door Group is a non-profit, social enterprise that operates on the fundamental belief that all British Columbians have the right and ability to succeed. Established in 1976, Open Door Group delivers a range of programs and services to help individuals prepare for, find and keep employment and/or develop meaningful connections in their communities.

Today, Open Door Group serves thousands of people per year in several communities throughout BC. The organization's vision is Thriving Communities Embracing Diversity and Inclusion.

Job Summary:

Reporting to the IT Director, the Business Systems Analyst will have three major areas of responsibility.

(1) Productivity Tools and Platforms. They will be actively involved in, and in many cases lead, the deployment, configuration and maintenance of our primary staff productivity applications and tools, many of which will reside in the cloud. Notably, this will include our Salesforce CRM and Online Learning Environments, and to a lesser degree our Intranet and Office 365 environments.

This area of responsibility is considered to be the greatest for this position. The desire is for the candidate to be familiar with CRMs or new online cloud platforms (or related tools) and how to continuously work to improve them and build them out not just from a technical seat but from a usability and requirements seat as well.

(2) Technical and Support. They will provide Tier 1 Help Desk support with a focus on customer experience and service. They will also become a champion for the IT processes and procedures and help foster buy-in from staff and user education and uptake. They will perform light-weight web development and content administration as required in a variety of CMS driven environments. They will also help to manage domain registrations and renewals.

Additionally, they will be required to assist with and use the following tools in a moderate capacity: Inventory Management Systems, Remote Assistance Directory, Software Deployment Environments, Active Directory and Exchange, as well as various cloud applications and others.

(3) Administration and Analytics. They may be asked to provide department administrative support in areas such as finance, invoice management, contract and agreement management, reporting and analytics.

The successful candidate, above all else, needs to possess the ability to facilitate exploratory and feedback driven conversations with staff to help steer the development of our productivity tools, notably our CRM and online learning environments.

The successful candidate should possess a solid working knowledge of information technology and a very high degree of critical thinking and troubleshooting. They should be able to adapt to, and learn new information systems very quickly and be willing to explore new territory and seek out more efficient solutions.

They should be very organized with a high attention to detail and follow up and be able to communicate complicated concepts in simple but effective ways to clients.

Above all, they should have a healthy desire to want to learn, build and grow in all areas but specifically information systems and how we can deliver services more efficiently to our customers. The successful candidate should enjoy creating ways to teach users including improved methods of delivery.

Required Qualifications:

Education, Training and Experience

- Bachelor's Degree in Computer Science, Business Administration, or similar, or equivalent combination of education, training and experience.
- Some of the tools we currently use: Zendesk, PDQ Deploy, PDQ Inventory, Active Directory, Exchange, Office 365, Remote Desktop, Citrix GoTo Assist, Office Suite, LastPass or other credentials managers, WordPress or similar, PM Tools such as Asana, Wrike, Trello, JIRA or similar, Salesforce or Dynamics 365 or similar, Igloo.
- Foundational knowledge of, and expressed interest in becoming proficient in, HTML, Javascript, and other foundational web development tools (for troubleshooting and maintenance purposes only, no ground-up development).
- Project Management experience or skills would be considered an asset.
- Financial Management experience or skills would be considered an asset.
- Solid working knowledge of computer hardware, software, and operating systems.

Skills and Abilities

- Excellent written and verbal communication skills – NOTE: you should be comfortable leading and facilitating conversations and meetings to help develop and collect feedback on productivity tools and platforms in use.
- Very high level of critical thinking and troubleshooting skills.
- Physical ability to carry out the duties of the position. This may involve occasional moderate lifting of IT equipment, to be carried out in a safe manner.
- Ability to self-regulate and work very independently.
- Valid driver license with vehicle and ability to drive. This role will require occasional travel.
- Ability to work evenings and weekend as required, usually due to out of hours planned work or special projects.

Hours of Work:	37.5 hours per week
Date Posted:	June 16 th , 2017
Competition Closing Date:	Open Until Filled
Starting Date:	ASAP
Submit application to:	humanresources@opendoorgroup.org

PLEASE CITE JOB CODE 2017-039 WHEN APPLYING FOR POSITION

Thank you for your interest in joining the Open Door Group team.

Only short-listed candidates will be contacted.