

Business Systems Analyst and Administrator Job Description

- Do you have a passion for problem solving, and are inspired by the thought of “what’s next”?
- Do you have a passion for going above and beyond to deliver a "wow" experience, for customers and teammates?
- Do you jump at the opportunity to take risks and to learn from your mistakes?
- Do you often ask yourself, “What more can I do to achieve the results my company needs?”
- Are you an accountable self-starter who thrives in a team environment?

If you answered these questions with an emphatic “Yes!” then please keep reading...

ABOUT INDIUM

As a small but mighty disruptor in our industry, everything we do is meant to challenge the status quo, giving our partners the competitive edge they need to win, both now and in the future. It is this noble purpose that inspires us every day to be awesome. And now we are looking to add our next rock star to our unstoppable team who will flourish in our culture of teamwork, transparency, accountability, leadership, learning and entrepreneurship. As an organization firmly grounded in our culture and one that measures our success by how much, how quickly and how effectively we get our work done (especially under pressure), we offer a modern-day work environment that supports a flexible work schedule, unlimited PTO, wellness and community involvement.

ABOUT OUR BUSINESS SYSTEMS ANALYST & ADMINISTRATOR

As our Business Systems Analyst & Administrator, you are a resourceful self-starter who is passionate for enabling technologies to fuel growth for our business. You are a positive leader of change. You work hard to fight inefficiency and champion productivity. You are deeply knowledgeable about how our company operates, and are hyper-collaborative to make all roles in the organization successful through technology and process automation. You take initiative to identify what the business should be tracking and evaluating, and you think through problems and make actionable recommendations. You thrive on providing key business insights based on analyzing multiple systems, workflows and key performance metrics. You keep our internal and external users trained, educated, and delighted. You provide value to the business by automating complex business processes and keeping projects moving forward. You deliver creative solutions – making our users happier and the business more effective!

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ESSENTIAL DUTIES AND RESPONSIBILITIES

- Administers and maintains core business applications, including defining user roles, hierarchies, custom fields, triggers and workflows. Monitors end-user usage and performs daily administrative tasks.
- Evaluates existing business systems and processes to identify and solve areas for improvement and drive out inefficiencies.
- Reviews, analyzes, and evaluates user needs to create systems solutions that support overall business strategies.
- Consults with key stakeholders and documents system requirements, defines scope and program objectives, and creates system specifications that drive system development and implementation.
- Ensures proper business system implementations, determines future business needs and transforms them into information technology system requirements and overall business solutions.
- Functions as a liaison between outside IT partners and internal users, leveraging both business and technical expertise to deliver custom solutions, accurate and efficient workflows.
- Researches, analyzes, and modifies programming systems including encoding, testing, debugging, and installing to support an organization's application systems. Writes supporting documentation for both internal and external users to describe program development, logic, coding, corrections and operating procedures.
- Trains and supports both internal and external users. Gather requirements for developing reports and dashboards to share data and insights across teams as necessary.
- Perform any other related duties as required or assigned.

EDUCATION AND EXPERIENCE

3-5 years of experience in the field of business systems analysis and administration. 2-4 years of experience with Salesforce.com preferred.

Bachelor's Degree in Information Management, Information Systems, Information Technology or related technical disciplines.

Skills/Specialties include business analysis, business system administration, process management, business process re-engineering, data analysis and reporting.

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REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Salesforce Certified Administrator, or currently working toward certification.

Six Sigma green belt, a plus.

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

None

SOFTWARE SKILLS REQUIRED

SalesForce.com

Microsoft Office Suite

O365 (SharePoint)

OTHER INFORMATION

This position is a full-time, exempt position, reporting to the CEO. This is an individual contributor role with growth opportunities commensurate with consistent demonstration of high performance relative to our company values and job expectations, and proficiency with associated core competencies:

- Process Management, Dealing with Ambiguity, Action Oriented, Functional/Technical Skills, Problem Solving, Drive for Results and Total Quality Management.

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TOTAL COMPENSATION

Salary (commensurate with experience), plus participation in the company's incentive compensation plan.

We offer a modern-day work environment that supports a flexible work schedule, unlimited PTO, wellness and community involvement. The Indium benefits program gives employees the flexibility to select benefits that meet their needs and the needs of their families. We offer health and financial benefits, along with the information employees need to make informed decisions about their care.

Our benefits program includes:

- Medical, dental and vision care coverage (includes waiting period)
- Unlimited paid time off plan
- 401(k) Savings Plan (includes six-month waiting period)
- Flexible Spending Account and Health Savings Account
- Group Term life insurance
- Short-term and long-term disability
- Employee Assistance Program
- Tuition reimbursement