
Posting

POSITION TYPE

Exempt

FUNCTION TITLE

System Analyst

DESCRIPTION

Under the director of the Senior Director of Information Technology, This position will be primarily responsible for supporting Downtown Partnership information systems. Specifically, maintain and ensure accurate data is maintained in CRM, tracking information, retrieving data, entering alphabetic, numeric, or symbolic data from source documents into computer following screen display format, and entering necessary codes. Comparing data entered with source documents, or re-enters data in verification format on screen to detect errors and making necessary corrections to information entered. Will also be responsible for daily updates and coordination of information from other departments, including daily updates and maintenance/changes to the web sites using Visual Studio. Administer users of networking servers. Diagnose and repair workstations and printers. Deploy new software programs. Position may require remote support via remote control software from Systems Analyst residence or may be required to come to the office location in the event a critical system is malfunctioning or non-operational. The position may also require network RJ-45 or RJ-11 cabling and punch down block to appropriate riser bridge locations

Responsibilities include but are not limited to:

- Prepares, compiles, sorts, and verifies accuracy of data to be entered and reviews source documents that identify data to be entered.
 - Confers with staff involved to review/study current operational procedures, identify problems, and learn specific requirements such as forms of data input, how data is to be summarized, and formats for reports. Works with staff to resolve questions, inconsistencies, or missing data.
 - Maintain daily content updates to web site.
 - Confer and respond to web site informational requests and forward those requests to appropriate program personnel.
 - Maintain phone extensions and programming.
 - Assist with audio/visual/computer system aides for seminars, meetings and events.
 - Install and deploy new software programs.
 - Ensures system data redundancy and backup processes are verified and archived.
 - On 24 hour 365 day a year on call basis. Required to have a cell phone at all times.
 - Perform cabling when required and punch down to riser block.
 - Enter and maintain Budget Ledger System for all orders and purchasing transactions.
 - Develop and maintain database code to automate various operations.
 - Provide development assistance with new and existing websites.
 - Monitor database security and enforce security roles.
 - Assist in writing programmatic changes to ensure a high level of productivity within the organization.
 - Create procedure manuals for CRM.
 - Train new employees on various equipment and software usage.
 - Program new swipe cards for access control system.
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REQUIREMENTS

High School Diploma and/or Associate's degree (AA) or equivalent from a technical school information systems or administrative science; 2 years of related experience and/or training; or equivalent combination of education and experience. Proficient database experience a must, such as Microsoft SQL and/or contact management software such as Microsoft CRM. Experience with designing web pages using an HTML editing application, Visual Studio or direct HTML and .NET coding. Experience in computer graphic design a plus. Must be computer proficient with Microsoft Office 2007 or above. Excellent written and verbal communication skills and have "customer service" attitude. Able to handle multiple priorities in a self-directed fast paced environment.

HIRING RANGE

Commensurate with experience.

FILING DEADLINE: until filled

ORIGINAL POSTING DATE: April 6, 2017

SUBMIT RESUME TO:

DPOB, Human Resources Department, 20 South Charles Street, Baltimore, Maryland 21201,

Fax (410) 244-6314 or E-mail dpobhr@dpob.org

EOE/ADA