



UNITED WAY OF TUCSON AND SOUTHERN ARIZONA Position Description

IT Systems Analyst
FLSA Exempt
August 2021
Salary Range: \$40-50K

Apply for this position at: <https://apply.unitedwaytucson.org>

Job Summary:

The IT Systems Analyst, reporting to the Senior Director of Information Technology, supports UWTSA's innovative technology solutions in the execution of its strategic imperatives.

This individual performs a variety of Information Technology tasks to ensure delivery of technology services with minimal disruption of business hours up-time such as proactively monitors, operates, coordinates, assists and trains others in the operation of computer hardware, software, and peripherals; utilizes computer equipment, software and diagnostic tools to perform a broad range of IT projects for staff; works independently with minimal supervision; updates supervisor on status of projects and technical issues; exercises judgment and creativity in selecting and applying procedures correctly, and determines when to refer problems to the supervisor or the next level of support. The IT Systems Analyst also supports the Senior Director of Information Technology's data processing responsibilities.

A high degree of self-direction and initiative is required to be successful in this role. All United Way of Tucson and Southern Arizona (UWTSA) programs and strategies work toward eliminating racial, ethnic, and socio-economic disparities for an educated, thriving, and equitable community.

Responsibilities:

- Conducts analysis of existing system(s), requirement gathering with project stakeholders, producing specifications for new or modified systems, implementing and supporting new systems.
- Conducts live or recorded training sessions for staff, volunteers, and board members.
- Provides technical support and troubleshooting in the use of personal computer hardware, software, cloud applications, mobile devices, and audio/visual systems.
- Installs and repairs server and PC software, hardware, and peripherals.

- Diagnoses and troubleshoots technical problems and implements corrective action procedures and/or escalates to specialized staff or vendor support personnel.
- Administers user accounts and information security policies.
- Develops and maintains procedural documentation; performs root cause analysis, troubleshoots and resolves IT issues in a timely manner.
- Assists with technical and systems administration projects as assigned; Recommends suggestions to improve efficiencies.
- Orders and maintains an adequate supply of hardware and peripherals using outlined purchasing procedures.
- Assists in supporting data processing.
- Other duties as assigned.

Qualifications, Skills and Abilities:

- Bachelor's Degree in information technology or related field.
- Additional certifications that exemplify a desire for continued education preferred.
- 2+ years' experience in Information Technology Operations, preferably as a Business/Systems Analyst.
- Able to provide professional and effective customer service in a fast-paced team-oriented environment by communicating in writing and verbally with team members, management, vendors, community partners, and clients.
- Ability to prioritize tasks and manage expectations.
- Detail-oriented and complex troubleshooting and problem-solving ability.
- Ability to handle sensitive information in a confidential manner.
- Project management and organizational skills.
- Excellent written and verbal communication skills including clear, concise, and accurately written documents with correct grammar, spelling, and organization of appropriate content.
- Experience managing and supporting cloud systems, including Azure AD, Microsoft 365/Office 365 Suite, Microsoft Teams, Power Automate, Power Apps, Virtual Environment hosted in Azure.
- Preferred experience with the administration, configuration, and user support of a variety of software applications.
- Must possess a valid driver's license, current auto insurance, daily access to reliable vehicle and able to occasionally lift up to 30 pounds.
- Must be able to obtain certification for Microsoft 365 within 6 months of hire.

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