



of SANTA CLARA and  
SAN MATEO COUNTIES

## Position Announcement Business Systems Analyst

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### About Second Harvest Food Bank

Looking for mission-driven work? Based in Silicon Valley, Second Harvest Food Bank of Santa Clara and San Mateo Counties is one of the largest food banks in the nation. Currently providing food to more than one quarter of a million people every month, Second Harvest is a trusted community-based organization that was founded in 1974. Despite the immense wealth in Silicon Valley, and partly due to the high cost of living, hunger and malnutrition are pervasive. The Food Bank distributes nutritious food, including more fresh produce than any other food bank in the country, through a network of nearly 320 nonprofit partners at more than 850 sites. Second Harvest is pursuing innovative efforts to increase access to food resources as it seeks to feed an additional 100,000 hungry people each month. To reach more people, it advocates for anti-hunger policies and connects those in need to federal nutrition programs and other food resources. To learn more about how Second Harvest is building a hunger-free community, visit [www.SHFB.org](http://www.SHFB.org).

### About the Position

In this role, you will lead cross-functional teams through the software development cycle, helping to define, develop, and implement scalable and flexible technology solutions to meet the growing needs of SHFB. You will work collaboratively to define business cases, map process flows, and define test and user acceptance plans. You'll work with stakeholders, both internal and external, to validate and verify requirements, and then to implement data and application projects. You'll be involved with application configuration, go live planning and execution. You will write end user documentation, and you'll make sure projects are successful by providing post go-live support. Your projects will run the gamut from something as simple as improving the use of software we already have, to completely redesigning how we capture data and what systems we use. You won't be bored in this job!

### This job might be for you if:

- You are highly analytical in nature, possess strong problem solving skills, and are genuinely curious about how people interact with and use data systems. You quickly learn new technologies and are able to rapidly apply new skills. You are enthusiastic about technology and the use of it to help people work smarter.
- You enjoy face-time with stakeholders and are passionate about working collaboratively with a diverse group of people.
- You have experience understanding and managing complex systems. You have SQL development skills, and are comfortable writing and troubleshooting stored procedures and queries. You are highly proficient with Microsoft technologies, including Office. You are up for doing hands-on work, like combing through tables scrubbing data, data mapping between systems, documenting system architecture or creating end user documentation.
- You have excellent communication skills. You will be working with people of varying technical ability, and will need to distill their input into technical requirements that developers can use to build application enhancements.

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**BING CENTER**  
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- You have great project management skills, with a high attention to detail. You will be managing multiple projects simultaneously with multiple deliverables and deadlines. You are able to adapt your own focus according to changing priorities and competing levels of urgency.
- You want to work for an organization that has real impact in the community. At the end of the day, you get to go home knowing the work you did helped to put food on the table for a neighbor in need.

### Qualifications

- A Bachelor’s Degree in Information Systems, Computer Science, or a related field, or equivalent experience.
- 5 years’ experience as a Business Systems Analyst, IT Business Analyst, or practical experience in the analysis, design and implementation of technical projects, including experience with the completion of business and functional design documents.
- The ability to multi-task, set priorities, and meet deadlines.
- A demonstrated ability to be thoughtful and innovative in analyzing technology needs and in communicating complex data solutions.
- Professional, accountable, and results-oriented, with the ability to work independently while supporting multiple stakeholders.
- Prior experience creating and maintaining databases is preferred.

<b>Reports To:</b>	Director of Information Technology
<b>Location:</b>	4001 North 1 <sup>st</sup> Street, San Jose CA 95134
<b>Hours:</b>	Full-time, Exempt. Regular schedule with very occasional evenings and weekends
<b>Compensation:</b>	Competitive salary commensurate with background and experience. Outstanding and generous health benefits program, Flexible Time Off (FTO) starting at 200 hours/year, ten paid holidays, and retirement plan.

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