



of SANTA CLARA and  
SAN MATEO COUNTIES

## Position Announcement Senior IT Analyst

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### About Second Harvest Food Bank

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 an average of 260,000 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 almost any other food bank in the country, through a network of 309 nonprofit partners at 985 sites. Second Harvest is pursuing innovative efforts to increase access to food resources as it seeks to feed more 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 [SHFB.org](http://SHFB.org).

### About the Position

We are seeking a Senior IT Analyst to join our IT team.

This role will be responsible for applying new and existing technologies and solutions to solve business needs, as well as improving operations that involve information technology within the organization. In this role, you will operate as a liaison between IT and the rest of the organization to drive continuous improvement and strategic projects forward. As a strong technology generalist with a broad IT background, you will develop a deep understanding of our existing IT systems. You will use your strong technical, analytical and project management skills to make recommendations, plan, implement, and provide support to appropriate solutions. Your strong interpersonal skills will make sure you are able to effectively work closely with stakeholders throughout the organization in order to coordinate all project efforts.

This role will handle a wide range of responsibilities, including:

- Supporting and sustaining existing IT systems while integrating new or improved business processes and/or systems. This will require troubleshooting technical issues, and tracking them through to resolution
- Meeting with stakeholders to understand business processes and develop, implement and support improved workflows. This requires documenting requirements and mapping them to appropriate solutions
- Performing direct research on potential technology solutions in support of the organization's objectives
- Preparing and maintain documentation and guides for end users and for IT staff
- Developing training materials and provide training in one-on-one or in a classroom environment
- Managing and delivering on projects or portions of technology related projects from inception to completion
- Implementing solutions and monitoring them to analyze efficiencies in order to make continuous improvements. This may require working with outside consultants and vendors.

### This job might be for you if:

- You have the ability to learn new technologies quickly. You can come up to speed quickly on our current applications and infrastructure environments, including our business processes
- You have a broad background with technology. You have prior hands on experience managing infrastructure, business process, and software applications projects. You have vendor management experience.

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- You have strong business analysis and analytical skills
- You are highly detail-oriented and process driven, yet you also have the ability to be flexible and adaptable to change
- You are self-motivated with the ability to thrive in a dynamic team environment, working across organizational departments. You are professional and accountable, instilling confidence through the quality of your work, your time management, your organizational skills and responsiveness.
- You have outstanding verbal and written communication skills with audiences of all levels. You are adaptable to many different communication styles. You will be working with people of varying technical ability, and will need to distill their input into technical outcomes
- 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

- Bachelor’s degree in Computer Science, Information Systems, or related field, or equivalent experience
- 5+ years of experience in maintenance, support, configuration, and implementation of both technology infrastructure and business applications
- Strong analytical, planning, and organizational abilities, with the ability to multi-task, set and communicate priorities, and meet deadlines. This role will require executing on multiple priorities at the same time.
- A demonstrated ability to be thoughtful and innovative in analyzing technology needs and in communicating potentially complex solutions

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

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