Position Announcement
Business Systems Analyst

About Second Harvest of Silicon Valley
Founded in 1974, Second Harvest of Silicon Valley is a trusted leader in ending local hunger, distributing healthy groceries through a network of 310 partners at 1,000 sites in Santa Clara and San Mateo counties. This also makes Second Harvest one of the largest food banks in the nation. Due to the prohibitively expensive cost of living in Silicon Valley, hunger is at an all-time high as more and more families are forced to sacrifice nutritious food for housing. Second Harvest is helping to keep people healthy by providing enough nutritious food for over 58 million meals a year — half of which is fresh produce. Second Harvest also connects people to federal nutrition programs and other food resources, and advocates for anti-hunger policies on the local, state and national levels. To learn more about how Second Harvest is building a hunger-free community, visit shfb.org.

About the Position
We are seeking a Business Systems Analyst to join our IT team.

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 Second Harvest. 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 understand the importance of a solid user experience, complete requirements, effective audit controls, and comprehensive testing in ensuring a successful rollout of new functionality or features.

· You have experience understanding and managing complex systems. 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.

Curtner Center
750 Curtner Avenue
San Jose, CA 95125
408-266-8866

Cypress Center
4001 North First Street
San Jose, CA 95134
408-266-8866

Bing Center
1051 Bing Street
San Carlos, CA 94070
650-610-0800

· 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.

· 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
- Bachelor's degree in Computer Science, Information Systems, or related field, or equivalent experience
- 3-5+ 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
- Certified Salesforce Administrator preferred. Advanced/other SFDC certification is desirable
- Experience with Raiser's Edge or other nonprofit-focused CRM platform preferred
- Experience with Salesforce is strongly preferred
- Experience with the NPSP is strongly preferred
- Experience with software implementations is preferred
- Experience with software configuration is preferred
- Experience in user training and support is preferred

Reports To:	Senior Manager, Business Analysis & Process Improvement
Location:	Cypress Center
Hours:	Full-time, Exempt. Regular schedule with occasional evenings and weekends.
Compensation:	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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