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## OPEN POSITION ANNOUNCEMENT

- Position:**                    **Business Intelligence Specialist (FT)**
- Location:**                    Association Office (Downtown YMCA)
- Reports to:**                    Director of Information Technology
- Wage Range:**                    Starting at \$40,000 (or Commensurate with Experience)

Under the direction of the Director of Information Technology, the Business Intelligence Specialist will ensure the integrity of the YMCA's enterprise software system; maintain the enterprise reporting environment, produce reporting solutions addressing the Y's business intelligence needs and provide technical support for the YMCA's enterprise reporting and enterprise software system.

### **Major Responsibilities:**

- Compile and validate detailed reports using appropriate data reporting tools (including but not limited to: AS400/SQL Query, Business Objects, Crystal Reports, Microsoft Excel and Daxko Custom Reports).
- Gather reporting requirements from management teams, evaluate existing reports and translate into well designed reports which efficiently and effectively present Association goals and objectives.
- Perform data validation to ensure reports are accessing the proper data fields.
- Provide analytical and technical support for Daxko Operations (ERP), Daxko Engage (CRM) and Sales Force.
- Develop recurring report templates as well as special reports determining best sources of data.
- Analyze the YMCA enterprise software system and document data elements, data flow, relationships and dependencies.
- Provide analytical and technical support for YMCA enterprise software system.
- Identify and resolve reporting issues; propose potential process improvements to ensure efficiency, security, and data integrity.
- Work closely with end-users to ensure proper testing/validation of data is done for reporting requests.
- Develop and deliver reports, training materials/aids and end user documentation.
- Provide primary technical support regarding reports and reporting functions to end users.
- Manage any issues with custom software, as well as propose and develop upgrades to deal with technical issues and enhance efficiency as business needs change.
- Installs new software releases, system upgrades, evaluates and installs patches and resolves software related problems. Performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity.
- Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, email and personnel requests for technical support. Documents, tracks and monitors the problem to ensure a timely resolution.
- Working technical knowledge of commonly-used concepts, practices, procedures current network protocols, operating systems, software, and standards.
- Able to read and understand technical manuals, procedural documentation, and OEM guides.
- Ability to conduct research into hardware products and issues as required along with analytical and problem solving abilities.
- Able to prioritize and execute tasks in a high-pressure environment.

**Qualifications:**

- Bachelor's degree in business or technology related discipline with three or more years of technical experience with an Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) system.
- Three years of experience with an enterprise reporting solution and SQL database query tools preferred.
- Certifications in SAP Business Objects and/or Crystal Reports preferred.
- Working knowledge of a wide variety of IT reporting tools and software systems with an understanding of how these systems integrate with the YMCA's ERP/CRM systems.
- Advanced skills with Microsoft Excel is highly required.
- Strong analytical and problem-solving abilities; proven ability to make sound decisions independently.
- Possess high level organizational skills and ability to effectively manage multiple projects and tasks with competing deadlines.
- Possess strong collaboration skills with an exceptional customer service mindset to manage ongoing issues across the organization.
- Strong interpersonal and presentation skills with excellent written and oral presentation skills.

**Benefits:**

Competitive benefits include health/dental/life insurance, 12% fully paid retirement plan, free membership and discounted YMCA child care and other programs. The incumbent will exhibit the core values of caring, honesty, respect, and responsibility in all aspects of their work with the YMCA.

**Deadline:**                **July 14, 2017**

**Apply Online:** <https://apply.ymcamke.org>