

POSITION DETAILS			
<b>Position Title:</b>	<b>Junior Business Systems Analyst</b>	<b>Office Location:</b>	<b>Watertown, MA</b>
<b>Supervisor Name:</b>		<b>Supervisor Title:</b>	<b>Business Systems Manager</b>
<b>New or Replacement:</b>	<b>New</b>	<b>Replacement for:</b>	-
<b>Full or Part-Time:</b>	<b>Full-time</b>	<b>Project End Date:</b>	Click here to enter text.
<b>Candidate Identified:</b>	<b>No</b>	<b>Date Posted:</b>	Click here to enter text.
JOB DESCRIPTION			
Pathfinder Overview			
<p>Pathfinder International is a global leader in sexual and reproductive health. We place reproductive health care at the center of all that we do—believing that it is not only a fundamental human right, but is critical for expanding life opportunities for women, families, communities, and nations, and paving the way for transformations in environmental stewardship, decreases in population pressures, and innovations in poverty reduction. Pathfinder provides women, men, and adolescents with a range of quality health services—from contraception and maternal care to HIV prevention and AIDS care and treatment. Pathfinder strives to strengthen access to family planning, ensure availability of safe abortion services and post-abortion care, advocate for sound reproductive health policies, and, through all of our work, improve the rights and lives of the people we serve.</p>			
Program Overview			
<p>The Information Systems Unit (ISU) is tasked with shaping and supporting the use of information systems and technology throughout Pathfinder to enable and further our mission. The technologies supported range from standard infrastructure systems, such as communications, networks, user systems, servers, and storage to complex business systems that handle Pathfinder’s financial and programmatic data.</p>			
Position Purpose			
<p>The Junior Business Systems Analyst works under the guidance of the Business Applications Manager to support and evolve Pathfinder International’s worldwide core business applications, including finance, timekeeping, HR, intranet, and program operations systems. S/he assists in the day-to-day user support and training, review, analysis and evaluation of business systems and user needs; documentation of requirements; definition of scope and objectives; and the formulation of systems to contribute to Pathfinder’s overall business strategies. The Junior Business Systems Analyst performs ad-hoc tasks and collaborates with the ISU team members on various projects in support of business initiatives that will drive automation and streamline processes.</p>			
Key Responsibilities			
<ul style="list-style-type: none"> <li>• Work with all US-based and Field Office personnel to deliver superior business applications performance and usability.</li> <li>• Provides primary second level support for end-users in business applications as part of the Pathfinder International helpdesk system.</li> <li>• Work closely with key organizational partners to understand and document their business needs and how current and future systems may improve processes and productivity.</li> <li>• Assist in developing requirements for business systems.</li> <li>• Contribute to the modification of existing business processes, or development of new business processes, including needs analysis, best practice analysis, planning, documentation, and training.</li> <li>• Assist in planning and administering business applications settings across a variety of systems and usages.</li> <li>• Assist in the design and implement a curriculum of business application user training and perform user training as necessary.</li> <li>• Assist in the development of end-user training materials and documentation for systems and business</li> </ul>			

processes.

- Assist the ISU team members with special projects as needed.
- Participate in an on-call system in order to support a 24/7/365 international IS operation.

#### Basic Requirements

- Bachelors Degree or equivalent in an Information Technology major preferred, but may be substituted by equivalent experience in an IT department.
- 1+ experience with reporting and data extraction tools such as Crystal Reports or equivalent.
- 1+ years of experience with SQL.
- Proficient in the entire Microsoft Office Suite - strong skills in Microsoft Excel.
- Ability to analyze system and application delivery, maintenance and implementation across Pathfinder's worldwide office
- Ability to analyze complex user problems or requirements, design creative solutions and document specifications.
- Able to find creative solutions to the challenges of providing a resilient end-user experience across varying connectivity and power environments.
- Ability to facilitate focused discussions, walkthroughs, elaboration or UAT sessions.
- Strong multitasking skills across multiple projects and strong attention to detail.
- Familiarity with the principles of Information Systems such as security, backups, networks, servers and load management.
- Excellent verbal and written communication skills
- Strong customer support skills in person or remote through voice, video or email.
- Availability and willingness to work outside of normal business hours.

#### Preferred Qualifications

- Experience with Microsoft SharePoint strongly preferred.
- Experience with database architecture and information delivery analysis.
- Experience working in a multinational and/or low –resource environments.
- Experience with communications and online conferencing in a low-resource setting.
- Experience with Skype, Webex, GoToMeeting.
- Knowledge of development languages (VBA, Javascript, PHP, .NET).
- Knowledge of finance and accounting principles.
- Knowledge of concepts and use of meta-data.
- Familiarity with Microsoft Visio or equivalent.
- Ability to prepare graphical depictions of processes and IT information such as Activity Diagrams, Process Flows, System Context Diagrams, Sequence Diagrams, Use Case Diagrams, or Wire Frames.

Please apply online@ <http://www.pathfind.org/site/PageServer?pagename=Employment>