

JOB DESCRIPTION

Business Analyst Associate, Information Technology

Department: Information Technology

Location: Allen, TX

FLSA Status: Exempt

Travel: 10%

Reports To: Director of Information Technology

Version Date: March 2023

Summary:

The Business Analyst Associate will provide the necessary support, modifications, and maintenance relating to a spectrum of software and hardware responsibilities within internal productivity systems, cyber security environment, and customer relations (UI/UX systems) in an Apple hardware environment. They will support the malfunctioning of applications or software while analyzing, resolving, and communicating necessary solutions, requirements, or enhancements. Additionally, this role will be assisting in supporting the organization in responding to internal service requests, device management, and various data management and analysis related projects.

Job Duties and Responsibilities:

- Supporting the Director of IT in projects and weekly tasks related to internal productivity systems, cyber security maintenance, and UI/UX systems
 - Providing software application maintenance and support under the supervision of the Director of IT
 - Including the following software but not limited to: *Salesforce, SAP Litmos, Survey Monkey, Slack, DocuSign, Active Campaign, Adaptation*
 - Establishing the root cause of an application errors, problem solving with team members, and escalating when necessary
 - Supporting staff and customer technical support on productivity and UI/UX systems
 - Improving existing programs by evaluating objectives and specifications, reviewing proposed changes, and making recommendations
 - *Achieving department objectives through collecting relevant data, identifying, and evaluating options and suggesting a course of action*
 - Consulting with the software development vendors, internal users, and clients to in pursuit of effective advancements in productivity and UI/UX application performances
 - Managing configuration changes, application updates and modification scheduling
 - Documenting processes and in tech systems for compliance and training purposes
 - Improve application stability and performance; observe patterns and recurring issues; assist with advising on permanent fixes and modifications

- Assisting with Hardware maintenance, onboarding, and offboarding (Mobile Device Management)
- Assisting with various data management and analysis related projects for IT and broader organizational departments

Qualifications/Skills:

- Bachelor's degree in computer science, Information Systems, or related fields
- 3-5 years' experience in information technology role or experience
- Working knowledge of database management, process improvement, various operating systems, and programming languages
- Working knowledge of IT hardware and software *with ability to learn employer-specific software*
- Ability to diagnose and address application and hardware issues
- Previous experience with Salesforce *preferred*
- Complex Analytical and Problem-Solving skills
- Tech-Savvy (*Apple environment*)
- Strong Organizational Skills with the ability to prioritize tasks to produce desired outcomes
- Adaptable in a complex growing environment
- Self-Motivated and Eager for Growth
- Interpersonal Skills / Exceptional Communication skills
- Cross-Functional Team Player
- Proficient in Mac OS and Microsoft Office 365

This job description is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and Passages reserves the right to change this job description and/or assign tasks for the employee to perform, as deemed appropriate.

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