

Job Title:	IT Business Systems Analyst	Reports To:	Director of IT Infrastructure
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Exempt
HR Contact:	Claudria Hurt	Date Posted:	07/06/2020
External Posting URL:			

Applications Accepted By:

Email: careers@alliancechicago.org or Fax: 312.274.0069

Subject Line: IT Systems Analyst

Job Description:

Position Overview:

The IT Business Systems Analyst position will serve as a member of the IT team aimed at providing level II and III support to internal AllianceChicago team members. This position requires a technical background working with Microsoft Active Directory and Office 365 (SharePoint, Exchange, Teams, etc.), as well as a good understanding of project management and collaboration concepts. The IT Systems Analyst will work with multiple unique teams to help evaluate, recommend and implement tools and workflows to assist with streamlining processes and promoting efficiencies.

Essential Duties:

- Administer and support AD/Office 365 environment in Azure, with focus on Microsoft Teams collaboration and SharePoint utilization
- Collect and document user requirements and business rules.
- Evaluate, recommend and implement tools and/or workflows to help promote efficiency and collaboration
- Develop and implement day-to-day procedures and system administrative functions of applications used by AllianceChicago staff
- Maintain strict adherence to change management procedures and documentation
- Administer vendor support contracts and technical documentation
- Coordinate installation, support activities and report project status in the use of third-party vendors
- Respond to application issue escalations
- Provide system and application troubleshooting
- Foster staff training across platforms and teams
- Provide regular ad-hoc and scheduled individual and group training and coaching opportunities

Customer Relations & Support

- Serve as member of the IT team responsible for end-user level 2 support
- Participate, if needed, in the level-3 rotating on-call for after-hours emergency escalation customer support services
- Utilize and manage an up-to-date ticket tracking system
- Prioritize, track and help resolve problems expeditiously
- Administer problem analysis to achieve resolution

Other Requirements:

- Superior communication, writing and time management skills
- Detail oriented; Highly organized

- Ability to prioritize and manage expectations
- Ability to quickly grasp new technology concepts
- Define and meet achievable project timelines, deliverables and milestones
- Must possess strong analytical and problem-solving skills
- Must be adept in written and verbal communication with customer service proficiency in a variety of mediums (telephone, email) and ability to interact at various organizational levels
- Ability to work with minimal supervision and maximum accountability

Education/Training/Expertise:

- Bachelor's Degree in related field or equivalent work experience
- Expertise/Certification in one or more Microsoft technologies.
- Exposure to data warehouse and cloud technologies a plus

Experience/Years:

- 3-5 plus years of progressive IT experience
- 2-3 plus years of experience managing Microsoft Office 365
- Experience with supporting business applications used by internal teams
- Experience with utilizing desktop and wireless LAN technologies
- Experience in providing customer service, support, coaching, and consulting

Working Conditions:

- General office setting, extensive telephone and desk work at computer terminal
- May be required to lift, carry, bend, reach and stand with parcels up to 25 lbs.
- Will work in a close multidisciplinary team environment
- May interface with clients in various settings and may be working during on-site visits in clinical environments where medical equipment, chemicals and where communicable diseases and certain pathogens are present.

ORGANIZATIONAL OVERVIEW:

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

ADA Statement: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

EEO Statement: AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.