BUSINESS SYSTEMS ANALYST (part-time)
Position is hybrid (remote and on campus)

CONTEXT OF THE JOB:
Under supervision of the Directors of the Information Technology and Career Services departments in the Lerner College of Business and Economics. The Business Systems Analyst will manage the Salesforce system used to support the Lerner Executive Mentoring Program, Alumni and Employer Relations, Career Outcomes, and the Women’s Leadership Initiative.

This person must demonstrate a base knowledge of business systems and business process improvement with strong communication skills. The position requires familiarity managing Salesforce objects as well as creating reports and automations. The ability to work independently and meet deadlines is critical to the success of the position.

MAJOR RESPONSIBILITIES:
• Maintain and analyze data utilizing Salesforce
• Coordinate and consult with stakeholders to design Salesforce reports, views, and automations
• Query external information systems, create reports, and interpret results
• Time management and project management skills to meet implementation deadlines
• Document data, data relationships, business processes, and automations
• Partner with colleagues to develop data connections among software systems as appropriate.

QUALIFICATIONS:
• Bachelor’s degree in business administration, management information systems, business analytics or a related field or equivalent combination of education and experience
• Exposure to data processing, platforms, enterprise software applications (local and cloud), and internal and external/vendor systems
• Experience with Salesforce design and implementation from schema develop through day-to-day operations
• Understanding of programming logic and experience using it to improve business processes
• Ability to provide creative problem-solving, technical leadership and team building in a dynamic environment with complex business requirements
• Required experience in: Salesforce, Tableau, PowerBI, ETL tools, database systems

APPLICATION: Please send resume in one email to mdevans@udel.edu, lcusack@udel.edu and jgugino@udel.edu.