



Lerner Career Services  
103 Alfred Lerner Hall  
Newark, DE 19716  
Phone: 302-831-4369  
Email: [lernercareerservices@udel.edu](mailto:lernercareerservices@udel.edu)

**Job Title:** Business Systems Analyst

**Anticipated Start Date:** June 1, 2026

**Estimated Pay:** \$25.00

**Schedule: Day:** This is a hybrid position with a daytime work schedule of up to 25 hours per week, flexible between 8:30-4:30, Monday-Friday.

**Location:** Alfred Lerner Hall

**To Apply:** Please send your resume and cover letter in one email to [mdevans@udel.edu](mailto:mdevans@udel.edu) and [lcusack@udel.edu](mailto:lcusack@udel.edu).

### **About the Department:**

The University of Delaware's business school, the Alfred Lerner College of Business and Economics, is a hub for innovation, business and economics research and career success. With hands-on experiences and a technology-driven curriculum, Lerner equips students to navigate the evolving business world and drive change worldwide.

Lerner Career Services provides students with comprehensive resources to succeed in their professional journey, offering personalized support through mentoring, coaching, and industry-specific opportunities. From resume reviews to networking events, these services and events are designed to help students navigate the transition from academia to a thriving career in their chosen field.

### **Context of the Job:**

Under the supervision of the Program Manager in the Lerner Career Services Center (LCSC) and the Director of the Lerner Information Technology, the Business Systems Analyst will manage the Salesforce system used to support LCSC Programs - including the Lerner Executive Mentoring and Lerner Edge Connect Programs - and Alumni and Employer Relations.

The ideal candidate will demonstrate a base knowledge of business systems and business process improvement with strong communication skills; demonstrated experience managing Salesforce objects as well as creating reports and automations; and the ability to work independently and meet deadlines is critical in this role.

### **Primary 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.

## **LERNER BUSINESS & ECONOMICS**

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**Qualifications:**

- Bachelor's degree in business administration, management information systems, business analytics or a related field or equivalent combination of education and experience.
- Required experience in: Salesforce, PowerBI, Tableau, Jotform, ETL tools, database systems.
- 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.
- An 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.