Senior Systems Analyst

DIRECTORATE:	Corporate Services
SECTION:	IT
REPORTING TO:	Information Systems & Engagement Manager
CONTRACT:	Permanent
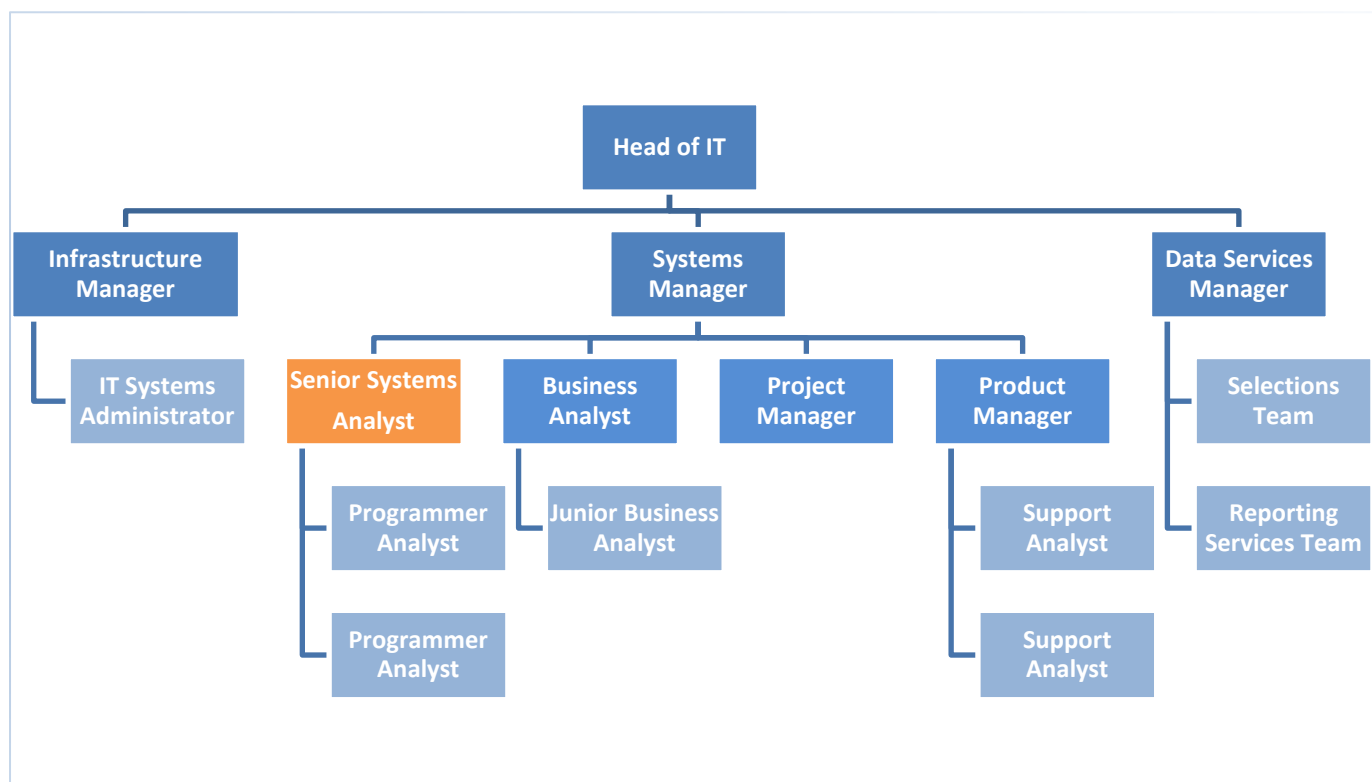
WORKING RELATIONSHIPS:

Inside Diabetes UK
Heads of Teams Internal staff

Outside Diabetes UK
3rd party vendors

OVERALL PURPOSE OF THE JOB

This position will construct and create intelligent and comprehensive solutions and act as a technical design and development leader within the development team.

This position will lead technical requirements sessions; connect internal clients with development staff; build and document solutions, and develop interfaces between CRM and other systems. The role will be responsible for implementing enhancements, making improvements and developing these databases and systems and to ensure maximum continuity of service for users. Lastly, the role will provide advice and recommendations to management on future development for both operational and project work.

The Senior Systems Analyst, will play an active and significant role within the organization, developing CRM strategies (including CRM extensions/upgrades/migrations/replacements), and ensuring all data entry, maintenance and data cleansing activities are performed to the highest possible standards. This role involves direct line management of staff and close working relationships with the Information Systems & Engagement Manager, CIS Product Manager, Business Analysts, Project Managers, Data Services Team and the wider IT team.

MAIN DUTIES AND RESPONSIBILITIES:

- Determine requirements to design and architect solutions compliant with build parameters

- Translate business requirements into well-architected solutions that best leverage the CRM platform

- Lead technical design sessions; architect and document technical solutions that are aligned with business objectives

- Manage the technical delivery of custom development, integrations, and data migration elements of a CRM implementation

- Develop custom solutions and interfaces leveraging the CRM platform

- Provide hands-on, expert-level technical assistance to developers

- Work with other technical teams (e.g. Digital, Fundraising and Data Teams) to provide cross-team solutions to time and budget.

- Solution design; write functional specifications; determine implementation methods within constraints of a) the CRM package used b) the team's technical strategy; participate in determining and developing technical strategy; analyse problems and issues.

- Work with the Information Systems Manager to determine team workload; provide mentoring and advice to team members.

- Liaise with 3rd party suppliers; provide specifications appropriate to their needs; resolve issues with them.

- Participate in the team's operational and development tasks.

- Any other duties commensurate with the grade that may reasonably be required.

- Embrace Diabetes UK volunteering activities through involving volunteers in your work and own participation through active volunteering within Diabetes UK.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Manage workload and projects from inception to completion.
- Be technically confident and able to clearly illustrate data design problems and present technical solutions using internal technologies stated above.
- Guide the Information Systems team on technical SQL programming issues and able to mentor staff in advanced coding techniques.
- Implement resilient and future proof solutions under tight deadlines
- Act as a self-starter, working on own initiative with minimal supervision
- Inspire and motivate staff to deliver results
- Provide knowledge and guidance in customer data management and supporter journeys
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- Demonstrate structured Business Analysis skills (optional)
- Evidence relevant Academic qualification, e.g. Degree in IT or suitable qualification in data analysis or fundraising (desirable)
- Evidence Microsoft certified Development Professional MCSE or similar MS BI qualification (optional)

The best person for this job will have experience in:

- CARE NG CRM or any other fundraising CRM system to a high level of expertise
- Relational Database Applications to a high level of expertise
- SQL (preferably Oracle) to a high level of expertise
- PL/SQL (or Transact-SQL) to a high level of expertise
- Customer facing and requirements gathering
- Application of change control procedures
- Systems roll out / implementation experience
- Experience of managing technical staff delivering projects
- Assessing current methods and recommending improvements (optional)Dealing with 3rd parties (optional)
- CRM within a Not for Profit organization (optional)
- Unix scripts / MS Batch files (optional)
- Java Development (optional)
- XML Web Services (optional)

The best person for this job will:

- Have a proven analytical and problem solving skills
- Have excellent communication skills
- Be a team player and work with staff at all levels
- Have a professional approach
- Be grounded and practical approach
- Have the ability to schedule and prioritise project workload alongside general issue and problem resolution
- Be driven and committed to make their mark
- Have negotiation skills (optional)