



Position: Systems Analyst

Reports to: Operations Manager

Position Summary:

The Systems Analyst acts as a liaison to staff of the Federation and their contracted agencies to ensure that all systems and applications function as intended.

Essential Duties and Responsibilities:

- Consult with staff to ensure that systems and applications are fully functioning.
- Design and/or test systems and/or software based on consultation with staff.
- Documentation of systems and/or applications.
- Consult with staff and IT team to determine appropriate hardware and software solutions.
- Troubleshoot, train and assist with all hardware and software.
- Assist with events.
- Travel to remote locations within Palm Beach County as needed to provide technical services.
- Other duties as assigned.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time at the Federation's discretion. Employment is at-will and this job description is not an employment contract and nothing herein shall be deemed to create in any way whatsoever an employment contract.

Qualifications and Success Factors

- Valid Florida driver's license required and must be maintained throughout employment.
- Able to lift 50 pounds or greater, as needed.
- 2-3 years enterprise desktop/infrastructure support experience preferred and Associate degree in Computer Science and/or applicable technical certifications or relevant equivalent combination of education and experience preferred.
- Experience with Cloud based technology and systems, Office365 environment strongly preferred.
- Demonstrated proficiency working in Microsoft network environments.
- Excellent Windows based PC troubleshooting skills required.
- Experience with VOIP phone systems.
- Experience with Zoom and/or other teleconference systems.
- Familiarity with OBS Studio is a plus.
- Honest and trustworthy and self-motivated with strong sense of ownership.
- Excellent customer service skills and ability to communicate effectively with people at various levels of technical knowledge.
- Attention to detail with an organized and methodical approach to work, documenting work in approved organizational systems.
- Flexible and able to deal with change and a busy workload and able to prioritize workload, and work with minimal supervision.

The Jewish Federation of Palm Beach County is an Equal Opportunity Employer.