



**Position:** Systems Analyst  
**Reports to:** Manager, Operations  
**FLSA Classification:** Exempt  
**Department:** Finance/Operations  
**Full/Part Time:** Full-time

**Organization Summary:**

Jewish Federation of Palm Beach County is a 501(c)3 nonprofit organization dedicated to transforming, inspiring and saving lives in the Palm Beaches and 70 countries around the world. Each year, Jewish Federation inspires thousands of community members to contribute, volunteer and participate in programs that generate nearly \$30 million to leading a powerful impact in the community.

**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:**

- Resolves customer issues with company technology products.
- Designs and/or tests systems and/or software based on consultation with staff.
- Documents systems and/or applications.
- Consults with staff and IT team to determine appropriate hardware and software solutions to meet the needs of the organization.
- Installs and supports enterprise applications.
- Maintains accurate records of interactions with customers and recurring user problems.
- Follows up with customers as needed to ensure all problems are resolved.
- Provides technical support for organizational events.
- Ensures customer satisfaction.
- Travels to remote locations within Palm Beach County as needed to provide technical services.
- Other duties as assigned.

**Qualifications and Success Factors**

- Associates degree in Computer Science and/or applicable technical certifications required or better preferred.
- Two (2) or more years' experience with enterprise desktop/infrastructure support or equivalent combination of relevant educations, experience and skills required.
- Excellent troubleshooting skills required and demonstrated proficiencies working in Microsoft environments required.
- Excellent customer service skills and ability to communicate effectively with people at various levels of technical knowledge.
- High aptitude and willingness to learn new technologies.
- Strong knowledge of basic office computing, including MS Office (Outlook, Word, Excel, PowerPoint, Teams), Zoom and basic database skills required.
- Knowledge of Windows 10/11, Office 365, Teams and OneDrive for business, Exchange 365, Windows Networking basic fundamental.



- Experience with audio/visual equipment, cloud-based technology, and Office 365 experience preferred.
- Experience with VOIP phone systems preferred.
- Experience with Zoom and/or other teleconference systems preferred.
- Familiarity with OBS Studio is a plus.
- Honest, trustworthy, and able to build trusted relationships.
- Self-motivated with strong sense of ownership, able to prioritize workloads, and work with minimal supervision.
- 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.
- Must be able to pass a Level 2 background check and rechecks as necessary.
- Must be able to lift and carry at least 50 lbs. or greater, as needed, and be able to set up equipment as needed.
- Must maintain valid Florida driver's license.
- Must be able to work off-shift hours including nights and weekends, as needed.

**Compensation and Benefits:**

**In addition to a competitive salary, Jewish Federation of Palm Beach County currently offers the following benefits:**

- A comprehensive benefits package including 15-25% of employee-only premiums paid for medical and dental and 100% of premiums paid for vision insurance.
- Federation contributions toward HSA accounts.
- Federation-paid Life/AD&D policy.
- Federation-paid long-term disability (LTD) insurance.
- Medical and dependent-care Flexible Spending Accounts (FSA).
- Hybrid work schedule.
- Professional development and training opportunities.
- Paid vacation and sick leave.
- Generous paid holiday schedule.

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

Federation strongly encourages applications from individuals with varied identities and backgrounds. As an equal opportunity employer, all individuals are encouraged to apply without regard to race, color, religion, age, disability, national origin, gender, sexual orientation, marital status, ancestry, genetic information, medical condition, veteran status, financial status, or any other class protected under federal, state, or local laws.

Federation is committed to the full inclusion of all qualified individuals. If accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Mary Kay McGann at [mary.kay.mcgann@jewishpalmbeach.org](mailto:mary.kay.mcgann@jewishpalmbeach.org) for assistance.

To apply online, please visit our career's [page](#). Or email your resume and cover letter to: [HRrsvp@jewishpalmbeach.org](mailto:HRrsvp@jewishpalmbeach.org).

**NO CALLS, PLEASE.**