



Systems Analyst

Overview and History:

The Jewish Federation of Palm Beach County (JFPBC) is a 501(c)3 nonprofit organization dedicated to transforming, inspiring, and saving lives in the Palm Beaches and 70 countries worldwide. Each year, JFPBC inspires thousands of community members to contribute, volunteer, and participate in programs that generate more than \$50 million, creating a powerful impact in the community. Working every day to improve the lives of Jewish people, JFPBC funds 13 agencies and programs in the Palm Beaches and around the world to strengthen the social service network for all, build a strong and inclusive Jewish community, and provide help to those struggling through adversity.

JFPBC seeks a Systems Analyst to serve as a liaison to JFPBC staff and their contracted agencies to ensure that all systems and applications function as intended.

Essential Duties and Responsibilities:

- Consults with staff to ensure that systems and applications are fully functioning.
- 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.
- Troubleshoots, trains and assists with all hardware and software.
- Assists with meetings and events with audio and visual setup and support.
- Travels to remote locations within Palm Beach County to provide technical services.
- Provides technical support to users experiencing difficulties with computer applications, networks, and other IT infrastructure.
- Communicates with clients to resolve technical issues and ensure that personnel can utilize the necessary systems and software.
- Uses the ticketing system, keeps detailed records of assigned issues and updates the service tickets accordingly.
- Installs, configures, and maintains computer hardware and software.
- Stays informed about new product releases and trends that may be useful to the company.

Compensation and Benefits:

In addition to a competitive salary, JFPBC currently offers the following benefits:

- A portion of medical and dental premiums are Federation-paid.
- 100% of vision premiums are Federation-paid.
- 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

Position Summary

Posted: February 2024

FLSA Designation: Non-exempt

Full/Part-Time: Full-time

Qualifications and Success Factors:

- High school diploma required, Associates degree in computer science and/or applicable technical certifications or better preferred.
- Two or more years' experience with enterprise desktop/infrastructure support or equivalent combination of relevant educations, experience and skills required.
- Excellent written and verbal communication skills required.
- Excellent troubleshooting skills required and demonstrated proficiencies working in Microsoft environments required.
- 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 VOIP phone systems and audio/visual equipment preferred.
- Proficient in Microsoft network environments.
- Familiarity with OBS Studio is a plus.
- 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.

Apply online via JFPBC's [Career's page](#), or email resume and cover letter to:

HRrsvp@jewishpalmbeach.org

JFPBC 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.