

JOB POSTING

TITLE: Business Analyst
DEPARTMENT: Technology
REPORTS TO: Technology Manager
DATE: June 2019

BACKGROUND

The Ewing Marion Kauffman Foundation was established in the mid-1960s by the late entrepreneur and philanthropist Ewing Marion Kauffman. Based in Kansas City, Missouri, the Kauffman Foundation is among the largest foundations in the United States with an asset base of approximately \$2 billion.

The Foundation's vision is to foster "a society of economically independent individuals who are engaged citizens, contributing to the improvement of their communities." In service of this vision, we focus our grant making and operations on two areas – education and entrepreneurship – which our founder, Ewing Kauffman, saw as two ends of a continuum. A quality education is the foundation for self-sufficiency, preparing young people for success in college and in life. Many young adults will work in businesses started by entrepreneurs. Some will become entrepreneurs themselves, providing jobs and wealth for society.

Our mission:

To help individuals attain economic independence by advancing educational achievement and entrepreneurial success, consistent with the aspirations of our founder, Ewing Marion Kauffman.

RESPONSIBILITIES

The Business Analyst (BA) will collaborate with key stakeholders within each program area to understand and support programmatic initiatives, drive technology strategy awareness, and implement technology standards across teams. The BA is also responsible for troubleshooting support needs while ensuring world-class service by coordinating members of programmatic or cross-functional teams to deliver high quality projects on time. In addition, the BA is required to have significant involvement in cross team communication, working with others throughout the Foundation as well as third-party vendors.

Specific responsibilities include:

- Develop collaborative relationships across the Foundation to position the IT team as a thought partner to all program areas; ensure strong cross-Foundation relationships as they are an essential element of leadership in this role.
- Develop understanding of programmatic initiatives to identify and recommend technical solutions and capabilities to support business goals.
- Analyze potential best practices and lead effort to implement recommendations.

- Lead processes and work with related vendors to install, maintain, and ensure operation of technology solutions and systems.
- Analyze emerging risks and recommend enhancements.
- Measure, report, and make recommendations on key performance metrics of projects related to technology effectiveness and efficiency.
- Assist in the implementation of technology standards and data and security compliance.
- Work with key stakeholders and program teams in the implementation of technology solutions.
- Provide tier one support and customer service to the organization while maintaining an active role in technology projects.
- Leverage Kauffman Project Management processes to ensure successful execution of technology projects.
- Maintain effective communication with internal and external customers regarding IT capabilities and strategy.

EDUCATION AND EXPERIENCE

Education: A bachelor's degree in computer science, information technology or other technology field, or equivalent years of experience is required.

Work Experience: Minimum one year of experience in technology, business, and/or technology customer relationship management role.

Travel: This position may require occasional business travel.

QUALIFICATIONS

Qualified candidates for this position must be highly motivated, capable of self-directed work, detail-oriented, and able to work collaboratively across teams and departments. Incumbents must exhibit a keen sense of responsibility and enjoy working with multiple demands, shifting priorities, and constant change.

A successful candidate profile:

- Knowledge and experience working with a variety of devices, network, servers, hardware and software, e.g. Windows, Android, iOS. The preferred candidate will also have experience in Cloud (SaaS, IaaS) environments, e.g. AWS, Office365.
- Demonstrated customer-service/business partner orientation with a track record of building strong, trusted, and collaborative relationships.
- Possesses highly developed interpersonal and superior communication skills (written and oral).
- Ability to maintain a calm and competent demeanor amid changing demands and priorities.
- Ability to “translate” technical needs and resources to effectively meet organizational needs.
- Demonstrated understanding of business workflows and process.
- Proven ability enabling business success through the appropriate use of Technology.
- Demonstrated understanding and knowledge on technology implementations and supporting IT solutions.

- Excellent problem solving and analytical skills and ability to frame issues clearly for less technical colleagues and customers.
- Excellent ability to get things done including the ability to persuade, encourage, motivate, and develop others.
- Experience in consulting practices and managing multiple projects
- Must be impeccably honest and ethical. A successful incumbent with a keen sense of responsibility and commitment to maintain confidentiality and embody the values of the Foundation.

All of the statements in this position description are intended to describe the general nature of the work being performed and are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required. This document describes the position currently available. The organization reserves the right to modify job duties or job descriptions at any time.

COMPENSATION

A competitive compensation package, including base salary and an outstanding benefits package will correspond to the experience level, credentials, and skills of the candidate.

NON-DISCRIMINATION

The Kauffman Foundation firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, disability, veteran status, or any other protected category pursuant to applicable federal, state, or local law.

TO APPLY

Interested applicants can apply for this position by submitting a cover letter and resume to resume@kauffman.org.

Resumes and cover letters should be submitted in this fashion, please. (last name, first name, resume OR last name, first name, cover letter).