



## Job Announcement: Systems Analyst at Counter Tools

Counter Tools invites applications for a Systems Analyst position starting September 5, 2024.

### About Counter Tools

Counter Tools is a 501(c)(3) public health consulting organization that aims to promote health equity by reducing the detrimental impact of unhealthy substances at the consumer's primary point of contact: the retail environment. Since our founding in 2012, our team of experts has helped communities across the country — in over 30 states and counting — enact meaningful policy change by providing reliable technology, accessible data analytics, and full-spectrum, tailored support.

### Our Core Values

- Champion equity, diversity, and inclusion as an ongoing practice.
- Be agile. Respond and adapt quickly to change with forward thinking.
- Share power and own the outcome. We are all leaders who take risks in order to grow and improve.
- Care personally, challenge directly, and be candid.
- Inspire others. We deliver high quality service and results to our clients and partners.
- Act with grit. We are passionate, resilient, and capable of driving change.

### Job Overview

This role reports directly to the Senior Director, Product and Technology and is responsible for assisting with product management of all internal and external technology solutions. This role will spend 75% time on Systems Analysis tasks and up to 25% time on Project Management tasks. The scope of the role includes defining and documenting client functional requirements into business-relevant, actionable and configurable technical solutions, helping the team share status of activities in process and deliver technical solutions on time and on budget, providing input and maintaining assigned internal Information Technology systems and processes, and maintaining a harmonized set of priority actions for the technology team. The Systems Analyst will partner with the Senior Director, Product and Technology to develop required justifications that influence all technology make-versus-buy decisions including investigation, analysis, acquisition, implementation, and management of those technology solutions.

In this role, the Systems Analyst will assist in the management and development of Counter Tools SaaS applications. The role requires close coordination with various technical teams, internal project directors, and client partners to deliver timely, high performance features and functionality to our SaaS subscription clients. This person will also provide external helpdesk support to our client partners, develop and deliver training materials, take an active role in software Quality Assurance testing, as well

as participate and manage internal software development projects. The role will require an individual who can interpret and translate business/public health requirements and business/public health focused language into IT requirements and IT-focused language and vice versa. Additional responsibilities of this role include supporting client demonstrations of all SaaS products; generating software release notes; developing and delivering training documentation on technology products; supporting internal desktop technology investigation, recommendation, and solution implementation; and leading system configuration and release management of all SaaS products before/during/after releases.

## **Role Responsibilities**

### *Requirements gathering and analysis*

- Assess, research and analyzes business and system needs, exploring alternative options to recommend technology solutions and designs that meet sponsor needs and Product Life Cycle (PLC) deliverables including component reusability, data sharing and security
- Analyze existing IT systems and operations to understand effectiveness and efficiency and provide recommendations
- Collaborate with stakeholders to understand business needs and gather requirements
- Conduct detailed analysis of business processes and workflows
- Translate business requirements into functional specifications for IT solutions
- Elicit and document business and functional requirements and be able to put them into BRDs (Business Requirements Document), System Requirement diagrams, Business Process Workflows, User Requirements documentation, and system Test Cases
- Develop procedures and processes (prepare, analyze requirements from internal team members; discuss with stakeholders and implement)

### *Solution design and development*

- Apply SaaS Software Development Lifecycle
- Perform QA and testing of SaaS application platform
- Work with IT team to design system solutions that meet organizational needs
- Develop and document technical specifications and system architectures
- Ensure solutions align with industry standards and best practices

### *Implementation and support*

- Complete data migration and requirements gathering functions necessary to design build test and deploy in a SaaS environment
- Participate in client-facing helpdesk support in a SaaS environment
- Coordinate with development teams to implement system changes and enhancements
- Conduct system testing and validation to ensure quality and functionality
- Provide training and support to end users on new systems and processes

### *Project management*

- Manage projects from inception through completion, ensuring timely delivery
- Monitor project progress, identify risks, and implement mitigation strategies
- Prepare project documentation and reports for stakeholders

### *Continuous Improvement*

- Identify opportunities for process improvements and efficiency gains
- Stay updated on industry trends, technologies, and regulatory changes
- Recommend and implement enhancements to existing systems and processes

### *Periodic IT Security Evaluations, Periodic Technology Portfolio Risk Assessments, Periodic Review of Client Contractual Performance Obligations*

- Assist with periodic monitoring of the IT Security landscape of our technology products and services, taking action when necessary
- Assist with periodic technology portfolio reviews to assess lifespan and obsolescence risks, participate in the action planning to address the risks, and to document actions to address those risks.
- Assist with client contract reviews where technology standards and audits may impact our systems, analyze and provide support to client evaluations and/or audits of our technology platforms

### **Qualifications**

1. Bachelor's degree in Computer Science, Engineering, Business, or IT related fields from a four-year college or university with a minimum of 5 years of experience, with a strong preference for experience in various multidisciplinary Information Technology roles in an organization with 5000+ employees
2. Exceptional analysis and problem-solving ability
3. Validated knowledge of a formal system implementation methodology – requirements gathering, design, build, test and deploy
4. SQL query and data analysis skills
5. Proven experience managing SaaS software development projects including data migration
6. Working experience in Agile (Scrum) teams with a demonstrable understanding of software development framework and methodologies
7. Exceptional oral and written communication skills, a communication style flexible to the situation, and able to communicate clearly and with a purpose among both business team focused and technical team focused members
8. Place-based public health industry experience and understanding of the language and focus of federal/state/local place-based public health entities
9. GIS systems and other related spatial/mapping tools experience
10. Familiarity with ITIL theories/implementation
11. Experience with SaaS application ADA compliance (identification, testing, and deployment)

### **Daily Tools/Applications/Development Languages/Frameworks**

- Jira
- FreshDesk
- Google Analytics
- Google Geocoding API's
- Smarty Address Validation
- MS 365 including MS Project
- GitHub

- SQL/Python
- Django Administration/Framework
- JSON

## **Location**

This is a remote position. This position will require travel to client-partner states as needed and to Chapel Hill, NC at least once per year. Remote employees must provide internet, phone, and an appropriate place to work while in their remote location of choice.

## **Salary and Benefits**

Salary range of \$85-100,000; health insurance, dental insurance, vision insurance, life insurance, health spending account, paid time off, and a 401K plan.

## **Application Process**

To apply for the position, please send your resume, a letter expressing your interest, and IT functional specification document you have authored to Maria Julian at maria@countertools.org. The ideal start date for this role is mid-November. We will review applications and interview qualified candidates on a rolling basis. The interview process will involve at least one video interview with Counter Tools team members.

Counter Tools is an Equal Opportunity Employer. We encourage applications from people with different strengths, experiences and backgrounds, who share a passion for improving health disparities and striving toward a more equitable world. We are committed to a diverse and collaborative work environment, including diversity in race/ethnicity, national origin, age, socioeconomic background, religion, creed, veteran's status, gender, gender identity, gender expression, sexual orientation, and disability status. Applicants must be a US citizen or have Lawful Permanent Residency (green card) status at the time of hire.