Analyst III – Data and Web Services

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Professional and Managerial Group

Analyst III – Data and Web Services

Alumni Affairs and Development

Temporary full-time from November 15, 2018 to November 15, 2020
Temporary absence of the regular incumbent

Hiring #: 2018-0531

Please read the Application Instructions [1] before applying

Alumni Affairs and Development (AA&D) advances the mission of the University of Guelph by raising private support and building relationships with internal and external constituencies. This role reports to the Associate Director of Information Services and collaborates with project team members that are catalysts to the success of Alumni Affairs and Development (AA&D).

The Analyst III – Data and Web Services will engage with University clients such as staff, faculty, students and alumni in order to review and document their data and web based application requirements.

The Analyst III – Data and Web Services comes with 3-4 years experience working within an Information Systems department. This experience will generate clear understanding of the client’s business requirements at a directional and detailed granular level.

This role will have specific technologies that the successful candidate will be responsible for that include (but not limited to):

- Understanding and support of various type connectors between key technologies that include Blackbaud CRM 4.0, and BBIS, Blackbaud Luminate Online, Blackbaud Merchant Payment Services, Campus Call Phone-a-thon system software.
- Strong web development skills, specifically Drupal experience as the web content platform, to support AA&D communication and marketing efforts.
- Registration pages with payment options for Alumni and UofG wide events using various technologies including Blackbaud Internet Services (BBIS)
- Online donation forms using Blackbaud Luminate Online and BBIS
- Support for a customized Blackbaud BBIS portal to support the business needs of the OVC Pet Trust program
- Using CRM based query tool and/or SQL Server management studio to delivering customer data based on ad-hoc data requests

Requirements for this position include: an undergraduate degree in Computer Science or related field and three (3) to four (4) years’ experience as an analyst or an equivalent combination of education and experience. Skillsets that include Accessibility Certified for AODA compliance. Project Management experience and ITIL training/certifications are strongly preferred.

Additional assets should include: strong understanding of fundraising applications in a higher education/not for profit environment, demonstrated experience with enterprise/CRM software, as well as, Team Foundations from Visual Studio for change management tracking.
This role must match technical skills with the ability to work in a collaborative team environment with a service-oriented environment. Applicants must have excellent interpersonal and communication skills, both written and oral. A proven history of analytical and trouble-shooting ability to triage issues is a requirement.

(Covering) Position Number   395-020
Classification               P04

Professional/Managerial Salary Bands [2]

At the University of Guelph, fostering a culture of inclusion [3] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2018 10 29
Closing Date: 2018 11 19

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