



## POSITION ANNOUNCEMENT

**Title:** Applications Support Analyst  
**Location:** National Headquarters, Boston, MA

**Organization Overview:** Year Up's mission is to close the Opportunity Divide in our country by providing urban young adults with the skills, experience, and support that will empower them to reach their potential through professional careers and higher education.

We achieve this through a high-support, high-expectation model that combines marketable job skills, stipends, corporate internships, college-level coursework, a behavior guidance system and several levels of support to place these young adults on a viable path to economic self-sufficiency. Our intensive training and education program serves urban young adults, ages 18-24, in Atlanta, Boston, New York City, Providence, San Francisco and Washington, D.C. We have achieved excellent results to date: 100% placement of qualified students into internships, 90% of apprentices meet or exceed partner expectations, 87% of graduates placed in full or part-time positions, and a \$14/hr average wage at placement. Please see [www.yearup.org](http://www.yearup.org) for details

**Position Overview:** Working closely with and reporting to the Director of Applications, the Applications Support Analyst will support and train Year Up staff on our mission critical Data System and Applications. These systems, based on Salesforce.com CRM and Sharepoint technologies, are central to the organization's capacity to collect, manage and analyze institutional information and directly impact the organizations capacity to serve students. The Applications Support Analyst will play a key role in ensuring the successful use of these applications by assisting users, providing feedback and training, and contributing to on-going development.

In keeping with Year Up's values, the candidate may also interact on occasion with students, participating in creating and sustaining a positive educational environment with trust among students, faculty and other staff.

### Key Responsibilities:

- Support & Training
  - Provide excellent customer support to all staff on the use of the Year Up data system and applications.
  - Manage a knowledge base system (FAQ's, How To Guides).
  - Gain an understanding of Year Up's business processes and where the tools are used in support of these processes. Make recommendations for system and / or business process improvements.
  - Orient new employees on the use of mission critical data systems and applications and provide training to select staff on a wide range of functionality.
- Data Management and Reporting
  - Assist staff in analyzing / utilizing data by designing and developing reports.
  - Generate specialized reports for Executive Directors and Board Members.
  - Import and export data as needed.
- System Development
  - Work with the Applications team to define and continually improve the systems to meet organizational needs and priorities.
  - Help analyze end user business needs and design solutions to meet these needs.
  - Make modifications to the system configuration and develop additional functionality.
  - Research 3<sup>rd</sup> party technical solutions that will enhance the current system.



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### Qualifications:

- Demonstrated experience designing/building/managing databases and data driven applications.
- Working knowledge of SQL is required. Experience with a CRM solution such as Salesforce.com and with web development or object-oriented programming is a plus.
- Excellent interpersonal and customer service skills, including solid writing and written communications
- Strong problem solving skills coupled with exceptional attention to detail.
- Excited about technology and its impact, keeping abreast of industry trends and learning and adapting skill set quickly and accordingly.
- Experience and comfort in a fast-paced entrepreneurial environment
- A professional and resourceful style with the ability to work independently and as a team player, to take initiative and manage multiple tasks, relationships and projects
- Bachelor's degree or equivalent experience
- Passion for the mission of Year Up and commitment to the potential of urban young adults.

**To Apply:** Please email a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position and stating how you heard about this opportunity, (both in Word format), to **Susan Troen** at [stroen@yearup.org](mailto:stroen@yearup.org), subject line "Applications Support Analyst." Applications will be reviewed on a rolling basis.

*Year Up is an Equal Opportunity Employer*