Application Support Analyst

DESCRIPTION

NARFE is currently recruiting for an Application Support Analyst to be part of an outstanding staff. This will be a hybrid position (on site and telework).

The Application Support Analyst will be a specialist with Association Management Software (AMS) and will work with staff, members and vendors to ensure database effectiveness and integrity.

Responsible for data management, maintenance, and data integrity

- Serve as NARFE’s AMS subject matter expert, including proactively maintain and troubleshoot the system
- Develop an understanding of NARFE’s existing data as well as future data requirements to support business decisions
- Create queries and reports, work with staff to ensure mutual understanding of data needs and identify opportunities for queries and reports automation
- Responsible for communication and relationship management with outside vendors
- Work on project involving staff and the AMS vendor for customizations, enhancements, and upgrades
- Collaborate with internal staff to facilitate effective information interchange between the AMS database and accounting system
- Provide end-user support and training, trend analysis and reporting

POSITION REQUIREMENTS

- Excellent oral and written communication skills
- Proficiency and experience with Microsoft Dynamics (CRM) or similar association management system (AMS)
- Prior experience in a database support position with an association
- Prior working with non-profit associations’ business systems (AMS, CMS, etc.)
- Prior experience in data integration, data movement and database administration preferred
- Demonstrated expertise with database management, reporting, querying, and internal control procedures
- Understanding of MS Dynamics, database structures and Membership Management applications preferred
- Proficiency and experience in understanding the interaction of the AMS and other systems, such as MS Dynamics NAV accounting system
- Proficient in Microsoft applications such as Word, Excel, PowerPoint, and Outlook
- Strong analytical and problem-solving skills w/ability to assess an issue accurately and identify underlying causes and solutions
- Proactively monitor and coordinate modifications/updates to computer databases
- Prepare and maintain documentation and standards that can be used for staff training
- Excellent customer service and interpersonal skills
- Ability to work independently and collaborate in a team setting
- Ability to prioritize, multitask and meet deadlines
Language Ability:
Ability to read and interpret documents such as IT invoices and other related materials. Ability to write routine reports and correspondence. Ability to speak effectively before groups of members or employees of the organization.

Computer Skills:
To perform this job successfully, an individual should have strong knowledge and experience using AMS & Membership Database systems, Microsoft Dynamics, and internet research skills required.

Work Environment:
The organization is currently operating on a hybrid schedule. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Apply Here:
Please forward cover letter and resume to the Human Resources Manager at vbarnes@narfe.org.

The headquarters office is conveniently located near Braddock Road metro station in Old Town Alexandria. We provide our employees with a competitive benefits package including medical, dental, life, 401(k), transit/parking benefit, paid holidays, vacation and sick leave offered.

Come join NARFE and help us protect the earned benefits of the federal community. NARFE is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture.