System Analyst

About RenPSG

RenPSG provides complete philanthropic solutions through technology-enabled business services including cloud apps, consulting, and administration. We provide technology and service so our clients can focus on their donors' giving and their own growth.

Headquartered and operated in Indianapolis, Indiana, RenPSG is the largest independent philanthropic solutions provider in North America. With 30 years of industry knowledge and experience, RenPSG delivers custom solutions that include tax expertise, accounting support, and impeccable client service, all through our proprietary cloud computing technology. We count financial services firms, elite nonprofit organizations, and leading community foundations as our partners. Currently, RenPSG services $16 billion in assets, including charitable trusts, donor-advised funds, pooled income funds, endowments, and private foundations.

System Analyst

The System Analyst will be responsible for defining and managing the scope of RenPSG business systems. They will conduct application testing, build test scripts, support client application testing, and collect and summarize test data. They will also assist in developing process and training documentation while proactively identifying additional documentation needs.

Duties & Responsibilities:

- Assist in the maintenance of applications, including 24×7, high-availability systems
- Identify and document user and system issues
- Conduct application testing, build test scripts, support client application testing, and collect and summarize test data
- Create and maintain job schedules, job tracking, client communications, team communications, Web reports, and other documents that may be required
- Produce organized and informative system documentation, including details of process flow, application configuration, installation and client infrastructure
- Contribute to and maintain a knowledge base of previous support issues
- Train users on applications and help them resolve application issues
- Anticipates and identifies opportunities for improvement.

Knowledge, Skills & Abilities

- Associates Degree in Computer Science or Information Systems required; or any combination of education and experience, which would provide an equivalent background

- 1 or more years of systems engineering, or systems analysis experience preferred
- Requires an understanding of the application being tested from both a business and technical perspective.
- Working knowledge of SQL Databases & ability to write simple to moderate complexity queries
- Working Knowledge of IT Hardware and Software
- Ability to learn and master RenPSG specific software
- Ability to diagnose & address application issues
- Testing experience, including writing use cases
- Analytical, organization and planning skills required
- Detailed-oriented with ability to multi-task required
- Excellent oral, written and interpersonal communication skills required