**Posting Information**

**Position Title:** Implementation Analyst **Position Type:** Full-Time Employment

**Position Location:** Alpharetta, GA **Position Pay:** $50,000 - $55,000

**Hiring Manager:** Chip Tessen | [hr@youniquefoundation.org](mailto:hr@youniquefoundation.org) | 385-262-9253

**Foundation Purpose**

We inspire hope in women who were sexually abused as children or adolescents by providing healing services through retreats, survivor communities, and online resources.

We empower parents and caregivers to protect children from sexual abuse through education and online resources.

We make it safe to openly discuss sexual abuse through community dialogue and social awareness.

**Qualifications**

We are seeking an Implementation Analyst (Application Administrator) to lead the evaluation of system needs and software selection and to keep the applications our organization relies on running. This person will install, update, tune, diagnose, and oversee assigned applications. Also, this person will act as a backup in resolving helpdesk issues as needed.

*Educational/Professional Requirements*

* Bachelor’s degree in computer science, engineering, or related field or an equivalent amount of experience
* Strong verbal and written communication skills
* Great attention to detail and ability to handle competing priorities
* Ability to work independently

*Experience Requirements*

* 3-4 years of implementation experience
* Experience in administering and maintaining Mac environments
* Working knowledge of networking, DNS, databases, web proxies, and active directory a plus
* Exposure to AWS, Azure, or other cloud platforms a plus
* Experience with maintaining and customizing API’s a plus

**Responsibilities**

* Interact with end-users. Gather and document system requirements. Evaluate the need for new software and/or systems. Make recommendations where appropriate.
* Lead the evaluation and selection of software vendors, prepare and solicit requests for proposal, and negotiate pricing.
* Review governing regulations to ensure proper program support.
* Install, configure, update, tune, diagnose, and oversee applications.
* Set up administrator and service accounts.
* Maintain current knowledge of relevant technologies as assigned.
* Plan and coordinate testing changes, upgrades, and new services, ensuring systems will operate correctly in current and future environments.
* Provide a second level of technical support for all systems and software components.
* Lead and participate in efforts to implement application updates, upgrades, patches, and new releases.
* Test, debug, implement, and document programs. Assist in the modification of products and/or systems to meet the needs of the end-users.
* Liaise with vendor support on all issues.
* Create and administer end-user training on main productivity applications.
* Maintain system documentation. Create and document IS workflows and processes.
* Occasionally assist in resolving helpdesk issues.