

**LOS ANGELES REGIONAL FOOD BANK  
JOB AD**

POSITION: Systems Analyst  
SUPERVISOR: Chief Information Officer  
STATUS: Full-Time; Hourly/Non-Exempt



**Company**

The Mission of the Food Bank is to mobilize resources to fight hunger in our community. The Food Bank serves more than 300,000 clients on a monthly basis and, in 2018, distributed 67 million pounds of food. Los Angeles Regional Food Bank employees are hired based not only because of their skills, but also because of their commitment to our mission. This means that each of us, working together, will do all that we can to fulfill our vision that no one goes hungry in Los Angeles County. Our core values include: Respect, Stewardship & Accountability, Collaboration, Urgency, Service, Integrity and Diversity. Our organization is committed to maintaining a positive and engaging workplace for all employees.

**Essential Functions**

The Systems Analyst is an information technology (IT) professional who helps with the administration and maintenance of software and other technology systems. The Systems Analyst diagnoses and resolves software, hardware, server and network issues. Using strong technical knowledge, the Systems Analyst ensures system continuity, oversees the implementation of new software and hardware and maintenance of existing systems. The Systems Analyst works with internal and external team members to resolve technical issues, help maintain data integrity, plan and coordinate production system changes and assist in administering system security.

**What you'll do**

- **Systems Analysis:** Discuss users' needs and determine vulnerabilities or areas of poor performance to boost productivity, efficiency and accuracy in our computer systems. Prepare cost benefits and analysis reports for computer systems upgrades. Develop procedures to monitor and maintain data integrity of systems. Analyze the source of the problem for data integrity errors and recommend corrective action needed.
- **Systems Implementation:** Assist in the implementation of new applications, software modules and functional enhancements to existing software. Assist in performing tasks including, business requirements gathering, documenting specifications and test scripts, testing activities, tracking and resolving issues, providing activity updates and documenting changes to business work flows and processes. Provide support in testing activities, including documenting test plans, creating and running test scripts, updating scripts and information in the company's established automated testing tools, and documenting and submitting issues to application vendor for correction both during and after system change implementations.
- **Systems Maintenance:** Travel to other warehouse location when necessary to troubleshoot problems or install new hardware and software. Act as a liaison between internal IT as well as outside vendors and internal business customers to ensure the department user needs are addressed. Assist in monitoring service requests (SR's) and assist in problem resolution working closely with support team, users and

product vendors. Respond to and resolve issues that arise within the business applications and systems. At times this may involve off hours and weekend coverage.

### **Qualifications**

- Bachelor's degree in Computer Science or related field; at least 3 years' experience that is directly related to the duties and responsibilities specified; or Successful completion of at least 60 college-level credit hours; at least 5 years' experience that is directly related to the duties and responsibilities specified.
- Resourceful and possess strong analytical skills with the ability to think creatively to solve problems
- Ability to work cohesively as a team as well as work independently, demonstrating a service-first ethic
- Knowledge of current technological developments/trends in area of expertise, preferably with direct knowledge of ERP-based systems.
- Knowledge of data security and disaster recovery systems and procedures.
- Ability to communicate technical information to non-technical personnel in a clear and concise manner, ensuring professional communications remain intact.
- Well organized and detail oriented, highly adaptable and be able to maintain confidentiality
- Excellent interpersonal communication skills with strong EQ and relationship-building skills
- Work experience must demonstrate the ability to plan strategically and to successfully guide/execute project, initiatives, etc.
- Insured vehicle with valid California driver license.
- Passion for the advancement of the organization's mission.

### **Benefits**

We offer a comprehensive benefits package:

- Medical, dental, vision and flexible spending accounts.
- Employer paid Life Insurance and Long Term Disability.
- 403(b) retirement savings plan.
- Employee Assistance Program.
- Vacation: Two weeks for the first three years.
- Sick Time: Nine days per year.

### **To Apply**

Please submit a resume with cover letter and salary requirements directly to [jobs@lafoodbank.org](mailto:jobs@lafoodbank.org).

As a part of the Food Bank's pre-employment screening process, all potential employees are subject to a Criminal Background Check.

Los Angeles Regional Food Bank is proud to be an "Equal Opportunity Employer."