CRM Functional Analyst
Position Description

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Position Title	CRM Functional Analyst
Responsible Council	NSW State Council
Reports To	Dynamics CRM Platform Manager
Location	Lewisham NSW. State-wide travel may be required.
Primary position objective	This role is responsible for identifying, customizing, configuring and deploying solutions in CRM systems, ensuring that business requirements are met while providing a variety of advisory services around technology services processes, business process development, implementation support and end-user training. This role works with stakeholders across the organisation and CRM developers to ensure that system/business requirements are identified in terms of user stories, built and released software is tested and fit for purpose.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Department Overview

The mission of the Technology Services team is to support and enable the achievement of the Society's strategic business objectives by delivering services that ensure we can best meet our obligations to our members, volunteers and employees.

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Embedded within the Corporate Services Directorate of the State Support Office, the Technology Services Team partners with NSW State Council, Central Councils, Special Works and Society employees, to create and sustain a secure, reliable and scalable technology environment, and to ensure careful and responsible management of the Society's technology resources. The department has embarked on a transformation journey with the purpose to enable better services, building capability and collaborating effectively across the Society's technology needs.

Led by the Chief Information Officer (CIO), the department has overall responsibility for Strategic Planning, Enterprise Architecture, procurement, delivery and quality assurance of Service Management and Operations, managing the budget and cost allocation for the service portfolio and delivery of technology programs and investments, as well as Information Risk & Security management.

Role Overview

This role is responsible for identifying, customizing, configuring and deploying end-user solutions in CRM systems, ensuring that business requirements are met while providing a variety of advisory services around technology services processes, business process development, implementation support and end-user training. This role works with stakeholders across the organisation and CRM developers to ensure that system/business requirements are identified in terms of user stories, built and released software is tested and fit for purpose.

Duties and Responsibilities

- Work with the business to elicit high-level requirements and capture business needs
- Articulate and document business requirements, to conduct as-is/to-be process mapping and business process re-design
- Communicate system design and validate proposed solutions with business at different levels (Execs and Business Users)
- Obtain key inputs from the enterprise architect and identify solution interdependencies
- Incorporate usability and user interface needs when designing business solutions
- Assess the risks of various solutions and prioritise competing business demands.
- Develop test cases required for testing the system changes for all scenarios.
- Conduct unit and system testing to ensure changes have been made in accordance with the business requirements.
- Support the translation of business requirements into CRM solutions, including requirements approval, communication, traceability and reuse
- Transfer of functional requirements to development teams
- Contribute to building the solution by customizing and configuring CRM.
- Conduct end-user trainings.
- Contribute to providing level 1 technical support.
- Stay abreast on updates and new releases in CRM technologies

Essential Criteria

- Bachelor's Degree in Business or equivalent
- Minimum 5 years' experience in business analysis and business process design.
- Minimum 5 years' experience working with software applications.
- Minimum 3 years' experience with MS Dynamics CRM as a functional consultant including customising and managing CRM solutions.
- Experience working with an Agile product development team preferably in a Product Owner role.
- Previous experience on scrum teams.
- Experience with Testing system changes for various projects.
- Demonstrated ability to adapt to new environments/systems, respond to changing demands.
- Must be detail oriented with high degree of accuracy
- Ability to work within the ethos of the St Vincent de Paul Society, a charitable organisation, and a willingness to participate in Society events

Desirable Criteria

- Experience working in the Not-for-profit sector highly desirable
- Experience working with Microsoft Visual Studio Team Services is a plus.
- Dynamics CRM certification
- Agile certification
- Experience with ClickDimensions
- Experience with Intellidocs
- Experience working on projects integrating with digital, mobile and CMS platforms

The St Vincent de Paul Society is an Equal Employment Opportunity Employer