

Business Analyst III Enterprise Software Solutions

Mission Aviation Fellowship (MAF), a Christian nonprofit organization founded in 1945, is seeking people who share our desire to see isolated people changed by the love of Christ. MAF operates globally, with its headquarters located in Nampa, Idaho. MAF's core values are: we follow Jesus, we serve together, we commit to a higher standard, and we value each other. This position is a vital part in serving together to bring help, hope, and healing through aviation.

A Brief Overview

Using digital automation and actionable data intelligence, a Business Analyst forges partnerships with functional groups, acting as a technology catalyst to strengthen organizational unity and enhance the delivery of help, hope, and healing through aviation, as an essential part of the work of MAF so that the Gospel is proclaimed and God's Kingdom is extended.

This position requires an active commitment to the mission, values, and doctrinal stance of MAF. In the course of performing job duties, the employee will act in a manner that is Christ-honoring as well as Christ-like, demonstrating a personal Christian faith and witness in all interpersonal interactions. In addition, the employee must be willing to assist with other projects and duties as assigned by their manager.

Essential Duties

- 60% Digital Automation: Business Analysis
 - Acts as a liaison between IT and business units for the development and implementation of new digital systems and enhancement of existing digital systems
 - Evaluates new applications and identifies systems requirements by working closely with end users
 - Prepares communications and makes presentations on system enhancements and/or alternatives
 - Evaluates new digital developments and evolving business requirements and recommends appropriate systems alternatives and/or enhancements to current systems
- 20% Digital Automation: Software Platform Administration & Support
 - Maintains relationship with vendors as primary business contact
 - Reviews all release notes for all software updates
 - Plans and coordinates testing changes, upgrades, and new services, ensuring systems will operate correctly in current and future environments
 - Responds in a timely manner to customer service requests and proactively works to resolve issues
- 20% Data Intelligence: Visualization
 - Creates visually appealing and informative data visualizations that simplify complex data sets into easy-to-understand graphics, charts, and dashboards
 - Designs and develops interactive and dynamic dashboards using common tools (e.g., Excel, GIS, Power BI) that empower stakeholders to interact with and extract insights from data
 - Crafts compelling data-driven narratives by using visualizations to tell a story, making data accessible and actionable for non-technical stakeholders
 - Ensures data accuracy and consistency in visualizations by working closely with data engineers and analysts to clean, transform, and validate data sources
 - Collaborates with teams across MAF to identify data streams that should be combined into visualizations that unlock new insight or value
 - Stays up-to-date with the latest data visualization trends and best practices, integrating new techniques and technologies into our data visualization strategy

Qualifications

- Bachelor's degree in business or technical field is required, or equivalent combination of education and experience
- 7 years of experience as a career-level professional within the field and BA tool set is required
- IIBA CBAP or equivalent is preferred within first year

Skills

- Advanced ability in conflict resolution and mediation between stakeholders

- Advanced skill in business acumen and ROI analysis
- Advanced ability in requirement elicitation
- Advanced skill in enterprise software platforms
- Advanced ability in adaptability and agility

Competencies

- Analytical Thinking - weighs the costs, benefits, risks, and chances for success, in making a decision
- Customer Orientation - talks to customers (internal or external) to find out what they want and how satisfied they are with what they are getting
- Fostering Innovation - develops better, faster, or less expensive ways to do things
- Attention to Communication - is skilled at elicitation of requirements and communicate effectively with stakeholders
- Oral/Written Communication - summarizes or paraphrases his/her understanding of what others have said to verify understanding and prevent miscommunication
- Oral/Written Communication - organizes ideas clearly in oral speech and in writing
- Decisiveness & Results Orientated - is willing to make decisions in difficult or ambiguous situations, when time is critical
- Customer Orientation - is dedicated to meeting the expectations and requirements of internal and external customers
- Conceptual Thinking - uses rigorous logic and methods to solve difficult problems with effective solutions
- Technical Expertise - effectively applies technical knowledge to solve a range of problems (completeness of solution, end to end impacts instead points of a solution)

Physical Requirements

- Occasionally lifting or carrying up to 15 lbs
- Frequently sitting and occasionally standing and walking
- Rare international travel to meet with customers on the field to understand business processes

Starting Pay Range

\$ 89,421- \$104,325 annually DOE

MAF is committed to paying our team members competitively to the industry market and to being a market leader in benefits and work/life balance programs. Consistent with our value..." We commit to a high standard," MAF's Total Rewards Philosophy is designed to maintain and improve our market competitiveness in the NGO sector to attract and retain our most critical resource - our people.

MAF is committed to creating and maintaining a work environment free from any form of unlawful discrimination or harassment. As a faith-based religious organization pursuant to the Civil Rights Act of 1964, Section 702 (42 USC @2000e), MAF has the right to and does solely hire candidates who agree with our Statement of Faith and agree to abide by our Standards of Conduct.

MAF expects all MAF staff to comply with its Safeguarding Policy. This includes proper moral and ethical conduct towards all children and vulnerable adults, in all circumstances and in all relationships. In addition, all MAF staff have a responsibility to seek to prevent any form of abuse, to raise any ongoing concerns, and to report any harm, abuse, or neglect to children or vulnerable adults, discovered or reasonably suspected. Violations of this policy will be subject to corrective action up to and including termination of employment.

MAF seeks to create a workplace that is intentional about Kingdom Inspired Diversity. Our commitment to our employees extends to their opportunities for personal and professional growth and development. We will make reasonable accommodation for qualified individuals with known disabilities, unless doing so would result in undue hardship to the organization.