Job Description: Systems Integration Administrator
Supervised by: Chief Operating Officer (COO)

Position Profile: Under the supervision of the Chief Operating Officer, the Systems Integration Administrator (SIA) manages data analysis, quality, and usage requirements. This position will focus on data and integration intensive initiatives. The SIA understands integration requirements and guides solution design to meet current organizational needs. The SIA leads the planning, coordination and solution development and implementation activities related to the integration of applications and technologies within CRC’s application integration environment. Successful candidates will possess high level communication and problem-solving skills, proficiency in programming languages and date structures and knowledge of integration best practices. The SIA is a leadership position with one direct report (Data Analyst).

Essential Functions and Responsibilities:
- Provide integration environment technical knowledge and expertise during the planning, execution, and management of integrating applications and/or integration technologies into the existing application environment.
- Assist with problem determination and resolution efforts when operational issues with integration solutions arise.
- Develop standards, processes, and documentation to support and facilitate integration projects and initiatives.
- Research and make recommendations on integration compliance, products, and services.
- Build relationships with vendors of application software deployed in the organization to both learn about and provide feedback on their technical integration capabilities.
- Develop skills in the integration of applications and technologies used at CRC and maintain knowledge of emerging industry trends.
- Assist with identifying opportunities to enhance or improve business processes via integration, or minimize the impact of integration on those processes, as necessary.
- Oversight of Data Analyst responsibilities and activities including the management of data hygiene for all administrative application systems.
- Assess existing workflow and procedures to identify and remedy sources of downstream data inconsistencies.
- Implement audit, logging, and monitoring solutions for current applications.
- Coordinate and lead user acceptance tests for existing applications and upgrades.
- Function as Liaison for infrastructure and IT help desk vendor support.
- Other duties as assigned.

Requirements:
- Bachelor’s Degree in Computer Science or Computer Engineering. Four years’ direct experience in enterprise-level application integration may be accepted in lieu of Bachelor’s Degree.
- Minimum of four years’ direct experience in enterprise-level application integration.
- Proven technical project management experience.
- Proven experience overseeing the linking of cross-functional applications between disparate business units and systems.
- Prior experience with compliance and regulatory requirements.
- Experience with business and technical requirements analysis, business process modeling/mapping and methodology development, and data mapping.

Community Resource Center is an Equal Opportunity Employer (EOE). All employees must have the legal right to work in the United States without support; sponsorship is not available, nor is relocation assistance.
• General understanding of automated integration tools.
• Knowledge of relational database design and management techniques.
• Prior experience and confidence with API protocols.
• Experience with securing integration scenarios using appropriate authentication, authorization, non-repudiation, and data encryption methods.
• Advanced knowledge of system and software quality assurance best practices and methodologies.
• Knowledge of applicable data privacy practices and laws.
• Ability to research application integration issues and products.
• Experience working in a team-oriented, collaborative environment.
• Ability to communicate effectively in both a highly technical and non-technical manner.
• Excellent verbal and written communication skills.
• Highly self-motivated and self-directed.
• Ability to effectively prioritize and execute tasks.
• Prior experience with NetSuite and/or Efforts to Outcomes (ETO) preferred.

Physical requirements:
• Primarily sedentary with intermittent standing, walking, bending, stair climbing
• Ability to work in a standard office environment at a computer, including repetitive use of a keyboard and mouse
• Occasional light lifting and carrying objects weighing up to 25 lbs.

This position is full-time exempt and is paid according to federal and state laws. The position is hybrid, with 2-3 days expected on site. Candidates selected for hire are required to undergo a LiveScan background screening.

The salary range for this position is $90,000 to $110,000 annually, depending upon experience (DOE).