

# NORTH AMERICAN DIVISION

## JOB OPPORTUNITY

Applications for the job listed below will be accepted from the time of posting from **NORTH AMERICAN DIVISION** employees **WITH AT LEAST ONE YEAR OF SERVICE IN THEIR CURRENT POSITIONS.**

**TITLE OF JOB:** Digital Solutions Analyst

**DEPARTMENT:** Information Technology Services (NAD-ITS)

**SUPERVISORS:** Associate Director ITS

**CLASSIFICATION:** Full-Time / Exempt

**REMUNERATION RANGE / ANNUAL SALARY:** 87% - 101% / \$84,265.04 - \$97,367.92

**BENEFITS:** Healthcare, flexible spending accounts (FSA), life insurance, long-term disability, retirement, continuing education, student loan repayments, moving/relocation assistance, tuition assistance for students who attend Adventist schools, paid time off for holidays, along with paid vacation and sick leave.

**LOCATION:** Columbia, MD—On-site/In-office at the NAD Headquarters

NOTE: This position is not eligible for any type of regular remote or teleworking arrangement. For candidates living outside of the MD geographical area, relocation is required.

**POSITION SUMMARY:** The Digital Solutions Analyst provides high-level support in increasing the efficiency of mission and business processes through modern technology. This role plays a vital part in helping the NAD ITS department achieve its goal of amplifying the Gospel Mission through unified IT. The Digital Solutions Analyst collaborates with internal business teams, ministry teams, and NADcloud tenants to manage, support, and improve business processes using technology.

**AUTHORITY, ACCOUNTABILITY:** Authority as delegated by the supervisor. Work is performed with limited supervision. There are specific guidelines to follow, but the work requires the ability to carry out duties, use discretion and independent judgement, and meet deadlines independently.

### **ESSENTIAL JOB FUNCTIONS:**

- Partners with internal departments and external NADcloud tenants to support and creatively improve business and mission processes, focusing on their efficiency and sustainability.
- Creates innovative solutions to help make the NAD and it's NADcloud tenants more efficient using workflow tools such as SharePoint, Teams, Power Platform, Monday.com, Laserfiche, etc.
- Manages NADcloud SaaS offerings including, but not limited to, Laserfiche, Bitwarden, FileCloud, and ticket management systems.
- Supports NADcloud Platform as a Service offerings (Plesk/cPanel experience a plus).
- Helps create and maintain technical standards, guidelines, policies, and documentation.
- Lead trainings related to modernization tools and digital efficiency.
- New technology research and implementation to help improve efficiency.
- Will assist, as requested, with day-to-day operations and support for tenants.
- Other responsibilities as assigned by supervisor or department director.

**EDUCATION\EXPERIENCE\CREDENTIALS:** Bachelor's (BA/BS) degree with courses in information systems or related degree preferred. Relevant and successful work experience may be acceptable in lieu of academic requirement. CompTIA Security+, Network+, and Microsoft Power Platform certifications preferred. Certification training will be provided if needed. Experience with Systems Administration preferred. Comprehensive knowledge of operating systems and software, as well as a broad understanding of web services, hardware, and networks required.

**KNOWLEDGE AND SKILL:** Well developed knowledge of principles, policies and beliefs of the North American Division and the Seventh-day Adventist Church. Must exhibit initiative; being original and innovative to aid supervisors in planning and organization. Adaptable and able to evaluate priorities. Ability to perform duties with speed and accuracy without constant supervision. Requires well developed knowledge of church employment policies and practices.

Proficiency with Office 365 applications is essential, and experience with Power Platform is preferred. Proficiency with Microsoft Server 2019 and higher, as well as knowledge of web services and databases, is required. A willingness to experiment, take initiative, and learn new skills while keeping knowledge updated is important. Strong “people skills” are necessary to provide advocacy for functions performed and maintain high levels of communication with subordinates, users, and superiors. Strong ability to exercise independent judgment and discretion in selecting and applying technology solutions to complex business processes is required. The ideal candidate must be user-friendly, courteous, self-motivated, and able to complete tasks with minimal supervision.

**CONTACTS, ORGANIZATIONAL RELATIONSHIPS:** Must possess the ability to deal tactfully and effectively with own departmental personnel, others within the North American Division and outside personnel on a daily basis. Individual must remain calm under pressure and exhibit courtesy, diplomacy and kindness at all times, both in person and on the telephone. Individual must exhibit ability to effectively handle confidential information/situations at all times and maintain a high degree of loyalty and support for the supervisor, department, North American Division and Seventh-day Adventist church.

**PHYSICAL REQUIREMENTS:** Must be able to read, speak, and hear. Must be able to effectively communicate both orally and in writing. Inasmuch as incumbent is an exempt employee it is expected that the individual will work the hours required to complete assignments (i.e., no less than 38 hours per week). Some standing, walking, bending, kneeling, lifting, carrying of light items, etc. required. Must be able to travel extensively in all parts of the North American Division territory, under varying conditions.

**WORKING CONDITIONS:** Essential responsibilities are performed in sedentary and comfortable manner. Tasks are usually performed under normal office conditions with little or no noticeable discomfort. Work area is well-lighted and ventilated. Conditions may be difficult on itinerary with some irregularity in hours.

**EQUAL EMPLOYMENT OPPORTUNITY:**

*The North American Division of Seventh-day Adventists® (“NAD”) is an equal opportunity employer which does not discriminate in employment policies and practices on the basis of race, national origin, gender (except for positions requiring ordination), color, age, marital status, disability, or any other basis prohibited by law. The employment practices of the church reflect religious preferences in harmony with the United States Constitution and controlling law, and it, therefore, hires only Seventh-day Adventist Church members in regular standing.*

**AT-WILL EMPLOYMENT:**

*Employment with the North American Division is at-will. This means that either you or the North American Division may terminate the employment relationship at any time, with or without cause or notice, as long as it is not in violation of applicable federal or state laws.*

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If interested in the above position please visit our site [CLICK HERE](#) to complete a NAD Employment Application. Or send email to [jobs@nadadventist.org](mailto:jobs@nadadventist.org) and follow instructions from response email.

*This position will remain available until filled.*

**Posted:**

**October 24, 2024**