



VACANCY

Title: Assistant Systems Analyst

Location: Remote

Reports to: Systems Analyst and Developer

Contract Type: 1-year fixed term contract; Renewal of position will be assessed after one year

Overall Description: This position is responsible for providing assistance on the continually evolving Grassroot Soccer (GRS) data management systems. This role assists the System Analyst and Developer in managing and administering the custom Salesforce/Force.com application and providing other related support duties as assigned.

Grassroot Soccer (GRS) is a rapidly growing adolescent health organization that leverages the power of soccer to educate, inspire, and mobilize at-risk youth in developing countries to overcome their greatest health challenges, live healthier, more productive lives, and be agents for change in their communities. Since 2002, GRS programs have reached 13 million young people in over 60 countries with life-saving HIV prevention and sexual and reproductive health information and services. Grassroot Soccer is looking to continue scaling its impact via partnerships over the next five years.

Key Performance Areas:

Provide assistance to the GRS System Analyst and Developer in the following key performance areas:

Systems Management - 35%

- Routinely gathering user requirements and document changes and adjustments in the application including, but not limited to, adding new fields, editing page layouts, creating reports and dashboards, creating workflow rules, and designing approval processes.
- Routinely training and supporting users in understanding the flow of work in the application, in using the application effectively, on system changes, and report building. Create "how-to" internal guidance and relevant trainings.
- Ongoing data cleaning, data quality assurance, and user adoption troubleshooting to ensure successful uptake of the application.
- Identifying and documenting the fields not frequently utilized.
- Identifying user system needs and assisting the System Analyst & Developer in prioritizing the urgent needs.
- Tracking and analyzing past trends and current conditions; reporting to the System Analyst and Developer on interesting trends, patterns, anomalies.

Case Management - 20%

- Assist with identifying cases that are urgent and need the immediate response to be resolved.
- Assist with resolving and documenting cases correctly and reach out to the customer who logged on the case to confirm if the case has been resolved.
- Document the technical and problematic cases that will require urgent attention.
- Assist with creating List views on the GRS Case object that will categorize the cases that are Resolved, Pending or Withdrawn.

Systems Analysis - 15%



- Assist with documenting the User and Functional Requirements from the Impact Teams for the System Analyst & Developer to make required changes in the system.
- Assist in conducting analysis on salesforce system utilization.

Systems Development -15%

- Formulate the system test plans in consultation with the System Analyst and Developer
- Carry out unit tests on the system changes as instructed by the System Analyst & Developer

Report Processing -15%

- Run Grant-specific reports monthly, quarterly, annually and when need arises
- Dashboard Cloning, Creation and Scheduling

Qualifications Required:

- Education: Degree required in Computer Science, Demography, or related
- Work Experience: 1-2 years in a related field

Ideal candidate should have exceptional skills in the following:

- Technical Skills: Exceptional command of IT systems
 - Preferred ability to program in Java, HTML, Apex, or Visualforce
 - Proficiency in Microsoft Excel required
- Analytic Skills: Preferred knowledge of SPSS, Stata, or other analytical software
- Communication Skills: Excellent verbal and written communication in English
- Acute attention to detail

Successful leaders at Grassroot Soccer are bold, yet humble. They are passionate about the mission of Grassroot Soccer, and understand their role on the Grassroot Soccer team to achieve its mission.

Day to day, they are...

- **Proactive:** can anticipate both opportunities and obstacles and take action
- **Professional:** level-headed; ability to de-escalate difficult situations, behave exceptionally, and manage/minimize distractions
- **Problem Solvers:** comfortable with ambiguity, can creatively unlock bottlenecks and turn problems into opportunities

...they demonstrate lots of...

- **Common Sense:** prioritizing the right things at the right time; making good, quick, informed decisions balancing multiple issues and points of view
- **Self-awareness:** know where one's blind spots are, recognize differences, and build a team to complement one's skills and weaknesses

...and a strong bias for...

- **Follow-through and Outcomes:** deliver results, not just create lots of activity
- **Treating People Well:** empathetic, kind, great listener, yet can make tough decisions and hold oneself/others accountable



To Apply: Please submit a CV and cover letter to jobs@grassrootsoccer.org
With "Assistant Systems Analyst" on the subject line.
Only short-listed candidates will be contacted.

Application Deadline: 26th February 2021