

Business Analyst, Strategy & Implementation

University of Rhode Island Foundation

Overview:

The **Business Analyst, Strategy & Implementation** will serve as a strategic and technical partner within the Advancement team of a higher education institution, supporting fundraising and alumni engagement efforts through data-driven decision-making and systems optimization. A core responsibility of this role is to function as the technical lead for the implementation of a new customer relationship management (CRM) system, overseeing requirements gathering, stakeholder coordination, and solution delivery. This position reports directly to the Director of Systems and Technology.

Responsibilities:

CRM Implementation

- Assist in the planning and execution of the new CRM implementation project, including integration with existing systems (e.g., finance, student records, marketing platforms).
- Serve as liaison between advancement stakeholders, IT, vendors, and consultants to translate business needs into technical solutions.
- Facilitate the development and documentation of functional and technical requirements, workflows, data models, and user stories.
- Coordinate and perform system configuration, data migration, testing, and user acceptance activities.
- Execute project plans, manage timelines, track milestones, and report regularly on progress and risks.

Business Analysis & Process Improvement

- Analyze current business processes related to fundraising, gift processing, prospect management, and constituent engagement.
- Recommend improvements and efficiencies in workflows, data governance, and system use.
- Produce business requirements documents, process maps, and functional specifications.
- Evaluate the impact of new technologies and process changes on business outcomes.
- Collaborate and train stakeholders.
- Work closely with fundraisers, alumni relations, gift processing, and finance staff to understand operational needs and ensure effective CRM adoption.
- Develop documentation, training materials, and user guides to support end-user onboarding and long-term system usage.
- Provide training sessions and function as a resource for troubleshooting and system questions post-implementation.

Data Analysis & Reporting

- Support the creation of dashboards and reports to provide insight into fundraising performance, constituent engagement, and campaign effectiveness.
- Ensure data integrity and quality across all systems and support data governance practices.

Infrastructure Support

- Perform routine server maintenance, including installing OS and application updates, patching, and monitoring system performance for all critical infrastructure.
- Oversee backup procedures and ensure data restoration plans are documented and tested periodically.
- Document system configurations and infrastructure changes and serve as a primary point of escalation for technical issues requiring server- or network-level intervention.
- Assist with planning and executing scheduled maintenance windows to minimize disruption to users.

Qualifications:

Required:

- Bachelor's degree in business, information systems, data science, or a related field.
- 3–5 years of experience as a business analyst, systems analyst, or related role, ideally within higher education, nonprofit, or fundraising environments.
- Experience leading CRM implementation or major enterprise system projects.
- Strong understanding of data management, business process mapping, and system integration.
- Proficiency with tools such as SQL, Excel, and reporting/dashboard tools (e.g., Tableau, Power BI).
- Excellent communication, project management, and stakeholder engagement skills.

Preferred:

- Experience with fundraising CRMs and Salesforce (e.g., Raiser's Edge NXT, Salesforce, Slate, Ellucian Advance, Blackbaud CRM, Salesforce Ranger).
- Familiarity with advancement operations such as prospect management, gift processing, and alumni relations.
- Project management certification (e.g., PMP, Agile/Scrum) or business analysis certification (e.g., CBAP).

Working Conditions:

- This position may require occasional evening or weekend hours to support system launches or advancement events.
- Hybrid or remote work flexibility available depending on institutional policy.

Hiring Salary Range: \$85,000 to \$95,000 based on experience

To Apply: Send your cover letter, resume, and salary requirements to: URIFAE-hr@etal.uri.edu

Join the Team!

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