



**Information Systems Analyst**  
**Non-Exempt**  
**\$65,089-\$70,875.17**

About Us:

Come join Second Harvest Food Bank of Santa Cruz County! We are the first food bank in the State of California, and the second in the nation. We pride ourselves in providing 10 million pounds of food annually to over 70,000 people per month through our network of 150-member agencies and programs. We believe that a thriving community is one where everyone has access to nutritious food to support their health and wellbeing. Our team is dedicated to inspiring and supporting our community to provide nourishment for all community members.

*Second Harvest seeks to attract and retain a diverse workforce that brings a broad range of perspectives and experiences to our work. We value lived experience alongside learned experience and we encourage you to apply, even if you don't believe you meet every one of our qualifications. We welcome applications from all qualified individuals, including applicants with a criminal history.*

About the position:

The Information Systems Specialist is responsible for overseeing, maintaining and generating reports out of the primary applications used including the organization's enterprise application and the Customer Relationship Management system, among other smaller IS systems used by staff. This position will also ensure that IT infrastructure and IS applications and reporting tools are operating effectively. They will work closely with staff and collaborate to align technology and reporting initiatives with organizational goals.

**REPORTS TO:** Chief Operating Officer

**SUPERVISES:** N/A

**JOB SUMMARY:**

Data Analytics and Database Management (70%)

- Gather, analyze and transform raw data by creating structured analytical reports, informational reports, and periodic reports that support the organization's decision-making and operation processes
- Meet regularly with department leads to identify monthly IS reporting projects and execute them in a complete and timely manner
- Create and manage dashboards to support daily processes and provide analysis capabilities for organization's management in different departments
- Develop, generate, and schedule reports in the organization's report scheduling software
- Develop key reports, analysis and insights to track trends and behavioral patterns.
- Develop and maintain standardized data entry and reporting procedures.
- Support staff with increased knowledge base of basic IS functions to ensure optimization of the tools available to them.

#### IT Infrastructure Management (20%)

- Manage daily interactions between staff and IT service providers
- Coordinate with vendors and service providers as needed
- Develop, Implement and monitor IT policies, procedures and best practices
- Support with optimizing the use of current technology and IS systems
- Evaluate emerging technologies and recommend solutions to enhance business processes.

#### Other Duties (10%)

- Support with other IS/IT projects as needed
- *Other duties as assigned.*

#### **QUALIFICATIONS:**

- 1-3 years of experience in data analyst, IS/IT management, or a similar roles.
- Bachelor's degree in Information Systems, Computer Science, or a related field.
- Experience in MS Excel and data visualization tools (Power BI, JetReports, SSRS)
- Excellent problem-solving, communication, and organizational skills.
- Strong capacity to interpret complex datasets and identify trends, patterns, and anomalies.
- Strong organizational and analytical skills, with the ability to manage multiple projects and deadlines.
- Excellent verbal and written communication, organization, presentation and networking skills.
- Ability to interact positively with a diverse community of staff and volunteers
- Relevant certifications are a plus.

#### Additional Requirements

- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.

- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Commitment to serving vulnerable populations and ending hunger in Santa Cruz County
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adherence to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards.
- Ability to meet the following physical requirements with or without reasonable accommodation:
  - Able to hear conversations on the phone and in-person. The person in this position frequently communicates with donors who have inquiries; must be able to exchange accurate information in these situations.
  - Must be able to sit at a desk or in a vehicle for long periods of time to perform certain job functions.
  - Be able to read, write, and interpret written reports, documents and manuals.
  - Able to safely lift or carry items weighing up to 20 pounds.
  - Bi-manual dexterity and able to use a computer keyboard.
  - Frequent standing and sitting throughout the day.
  - Use hands to manipulate, handle, feel, and control items or equipment, including laptop computer and motor vehicle.
  - Climb up or down stairs.
  - The person in this position needs to occasionally walk to various community event site locations.
- Given the front-line nature of our work, there will be instances where staff are required to work a flexible schedule in order to respond to community needs. Advanced notice will be provided.
- In instances of a federal, state or locally declared emergency, Second Harvest is considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

**JOB DETAILS:** This is a full-time, regular, non-exempt position with a starting hourly rate of \$31.29 to \$34.07 (annualized to \$65,089 to \$70,875.17), depending on education and experience.

**STANDARD WORK SCHEDULE:** Hours are most commonly Monday-Friday from 8:00 AM - 5:00 PM, however, occasional weekend and evening work may be required

**WORKSITE:** 800 Ohlone Parkway, Watsonville, CA 95076

**WORK FROM HOME:** Not Eligible

**To Apply:** Please submit a cover letter and resume at [www.thefoodbank.org/careers](http://www.thefoodbank.org/careers).

*All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.*

*Second Harvest is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.*

*Second Harvest will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Second Harvest is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.*