



# RIEDMAN

**TITLE:** Business Intelligence Analyst/IT Systems Support  
**REPORTS TO:** Operational Excellence Manager  
**JOB STATUS:** Full Time, Exempt (Salary)  
**SALARY GRADE:** 7  
**SALARY RANGE:** \$64,942-\$115,164

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## POSITION SUMMARY

The Business Intelligence Analyst/IT Systems Support role combines analytical expertise with technical systems support for cross-functional business and IT initiatives. This position blends business analysis, report and business intelligence tool development, and light IT troubleshooting to deliver actionable insights, enhance data accessibility, and support technology-driven decision-making across the organization.

## ESSENTIAL FUNCTIONS

- Assess existing BI reports, dashboards, and data workflows to identify inefficiencies, gaps or opportunities for enhancements.
- Collaborates with business stakeholders to gather, analyze, and document business requirements and translate them into functional and technical specifications.
- Develops custom tools that involve calling or writing via API to business management software such as Procore, AppFolio, Paychex, Sage, Etc.
- Identifies inefficiencies and recommends enhancements to reporting tools, data collection and technical specifications to improve efficiencies.
- Monitors data quality metrics and leads initiatives to resolve data integrity issues, ensuring consistency and reliability of business data.
- Conducts post implementation reviews of BI projects.
- Provides IT systems support that includes first line of hardware, software, and network troubleshooting
- Manages relationship with IT managed services vendor to:
  - Identify issues and implement effective solutions
  - Maintain and optimize business applications and systems
  - Provide support for data migrations, testing, and upgrades
  - Continuously oversees and maintains the document library, ensuring appropriate user access, permission levels and content structure to support secure and effective collaboration.
- Develops and maintains reports and datasets to support strategic decision-making.
- Translates technical information into language that non-technical staff can understand and act upon.

## OTHER RESPONSIBILITIES

- Stay updated with the latest BI technologies, technical specifications, Microsoft Product Suite, and industry trends
- Other responsibilities as required

## KNOWLEDGE AND EXPERIENCE

- Minimum 3 years of experience in business analysis, IT systems analysis, or data analytics
- Bachelor's degree in Information Systems, Business Analytics, Computer Science, or related field or a combination of education and experience
- Proficiency in BI tools such as Power BI or Tableau

- Proficiency in data management languages such as Python or SQL
- Experience with data architecture, such as data base creation on cloud platforms like Azure, and API calling and writing for seamless tool development
- Strong problem solving skills and the ability to identify issues and implement effective solutions while analyzing the broader business impact
- Excellent communication skills with the ability to translate complex data into actionable insights, and bridge the gap between technical and non-technical realms
- Business acumen that aligns IT infrastructure with strategic business objectives
- Experience with SharePoint, ERP, and CRM systems is a plus

**Preferred Qualifications:**

- Microsoft certifications (e.g., Power BI Data Analyst Associate)
- Familiarity with Microsoft SharePoint administration

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and sit. The employee must occasionally lift and/or move up to 20 pounds. Employee must be able to drive by car.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position spends most of the time working sitting or standing at a desk using computers and on occasion spends extended periods away from the desk to visit property locations. This position involves speaking, seeing and listening.