



Information System Analyst

Position: Regular, Full Time, Exempt

Department: Information and Technology Services

Reports to: Director IT, Systems & Information

Supervises: N/a

Date Revised: January 2018

Summary: The Information Systems Analyst is responsible for the design, maintenance, enhancement, and support of the Cleveland Foundation's Enterprise Content Management (ECM) system. Individual in this position is responsible for all aspects of the development and administration of OnBase, the current ECM solution. Under the direction of the Director of IT Systems & Information (DIT), complete all phase of system analysis, design, development, testing, implementation, and support.

Duties of this position are completing system enhancement projects while handling administration of all ECM Systems and Records documents which include but are not limited to retention schedules, management of on-site and off-site documents, administration of electronic document information storage, including metadata creation and management, document retrieval, and document retention which includes retrieving, transferring and destroying of paper records as well as all electronic documents.

Responsibilities and Expected Outcomes:

- Develop and implement the Foundation's record and information strategy (RIM) and associated projects and initiatives in collaboration with the DIT.
- Evaluate, modify, and migrate the Foundation's records program to a paperless based system that promotes automation while effectively serving internal and external needs.
- Develop and maintain ECM systems, processes and policies for the handling, protecting, and disposing of Foundation records, ensuring a cohesive approach to the document management practices and priorities of the Foundation, as well as compliance with the statutory and legislative requirements.
- Work with Information & Technology Services (I&TS) staff and leadership to develop and enhance the organization's information architecture to support the management of physical and electronic content across the organization.



- To ensure appropriate data asset management, provide oversight for development and maintenance processes and procedures in collaboration with foundation departments and monitor data quality and master data guidelines for the organization.
- Manage the coding, indexing, retrieving, transferring, and destroying of paper, electronic, and digital records; manage the digitization of paper records through scanning, importing and entry into records management system to ensure file integrity and accurate retrieval.
- Identify and protect Cleveland Foundation vital and historical records to maintain accurate business records and preserve foundation history.
- Train and coordinate workflow of records staff to ensure a high-quality customer-focused service.
- Oversee the development and presenting of training for new employees and other Foundation employees on records and data management processes and systems. Assign user rights to maintain security and safeguard Foundation records.
- Provide research services to staff using historical records.
- Identify paper, electronic, and digital records and/or collections to add to records management system to preserve appropriate items for business and historical purposes.
- Other duties and special projects as assigned.

Essential Qualifications, Credentials and Technical Skills required:

- Bachelor's degree preferred with a minimum of 3 years of work experience in records management and information technology.
- Prior OnBase or other ECM management experience including knowledge of principles and techniques of records and information management.
- Strong knowledge of the legal and regulatory requirements for records and information systems and processes.
- Working knowledge of electronic content and records management technologies, principles and leading practices.
- Excellent computer skills to include advanced proficiency level with Microsoft Office tools.
- Strong organizational skills, detail orientation, and project management abilities.
- Exceptional research and problem-solving skills.
- Strategic thinking and business acumen.
- Demonstrated ability to establish and maintain effective partnerships within and outside the organization.
- Consistent adherence to high standards of ethical behavior, confidentiality, and professionalism.



Other highly desirable qualifications include:

- Previous experience with OnBase enterprise content management software solution modules.
- Previous experience with Microsoft Office 365 and SharePoint.
- Certifications: Certified Records Manager (CRM); Certified Information Governance Professional (iGP)
- Previous experience providing technical training to individuals of non-technical backgrounds with a customer first attitude.
- Familiarity with Philanthropic foundations and its nonprofit sector.

APPLICATION PROCESS:

Starting salary for this position will be commensurate with the selected candidate's background and experience. The foundation offers an exceptional benefits package including medical, dental, vision, life and disability coverage, a comprehensive wellness program, a fully vested 403(b) retirement plan and three weeks of vacation the first year of service, prorated based on date of hire. If you are interested in applying for this position, please send a resume and cover letter **indicating salary requirements** to resumes@clevelandn.org by February 3, 2018. Candidates selected for the interview process will be contacted around the week of February 5, 2018. ***We regret that we cannot respond personally to each applicant.***

Our Mission:

to enhance the lives of all residents of Greater Cleveland, now and for generations to come, by working together with our donors to build community endowment, address needs through grantmaking, and provide leadership on key community issues.

Our Vision:

to use the power of philanthropy to enable Greater Cleveland to be a great and global American city. Together with our donors and partners, we will make innovative, impactful, and internationally recognized contributions to the field of philanthropy.