

The University of Chicago

Help Desk Analyst, Griffin – Requisition 082271

General Summary:

Manage the Alumni Relations and Development Griffin help desk. Maintain the database support inbox and ad-hoc reporting email listserv. Provide guidance, training and information to users to facilitate their use of the database system and ad-hoc reporting tool. Test the database software and ad-hoc reporting tool version upgrades and enhancements as well as maintain documentation updates.

Qualifications:

Bachelor's degree preferred; a minimum of one year of user support experience working in a complex, matrixed organization required; strong written and verbal communication skills required; demonstrated skill and knowledge of, or ability to learn quickly, the internal workings of the University as well as the technology tools available to the Office of Alumni Relations and Development, including Griffin (the University's Donor Relationship Management System), a Microsoft Windows computer environment, Microsoft Outlook, Word, Excel, PowerPoint, and Access required; demonstrated ability to work independently using verbal and written instruction, as well as by common sense and an understanding of broad concepts and objectives required; excellent analytical skills with attention to detail and accuracy along with strong written and verbal communication skills required; strong interpersonal skills required; ability to establish and maintain strong working relationships with all members of Alumni Relations & Development, and the University community at large required; willingness and ability to travel to campus and/or non-campus locations for University business required; willingness and ability to work evenings and weekends required. Applicants must be currently authorized to work permanently in the United States.

For more information and to apply:

<http://jobopportunities.uchicago.edu/applicants/Central?quickFind=203532>

To be considered, all job seekers must meet the requirements and apply online.

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