American Baptist Churches USA
www.abc-usa.org

JOB POSTING: NETSUITE ADMINISTRATOR

The American Baptist Churches USA Office of the General Secretary is the connecting organization of one of the most diverse Protestant denominations in the United States, based in King of Prussia, Pennsylvania. Among the varied services we provide, we house the official denomination-wide registry and database of churches, ministerial leaders, and mission support.
Learn more about us at www.abc- usa.org.

About you:

We are seeking a talented and collaborative individual able to administer our Oracle NetSuite ERP solution and provide first-level user and technical support. In addition, Excel expertise is needed to help end-users analyze data exported from NetSuite. The ideal candidate will be a self-starter who is comfortable working independently and collaboratively in a team environment.

Responsibilities:

NetSuite Administration, including:

- Administer the NetSuite platform.
- Primary point of contact to NetSuite Support.
- Support Executive team and Sales Operations requests.
- Plan, review and customize NetSuite as needed.
- Developing, documenting and following formal policies, procedures and protocols for changes, customization, standards, usage, etc.
- Work with queries (Saved Searches and Reports) to help maintain good data quality.
- Create new and work with existing security roles.
- Create and maintain documentation of the system and business processes.
- Support end-users with data analysis and data management, in Microsoft Excel
- Analyze data in Microsoft Excel by filtering, pivot tables, conditional formatting, and VLOOKUP.
- Engage with end users to grasp business necessities thus allowing the most effective solutions to issues.
- Provide technical assistance to end-users along with holding training sessions on user adoption.
- Providing front line support with regards to all aspects of NetSuite and data maintenance.
- Maintain user roles and system access working along with HR for onboarding/offboarding.
- Source business requirements and processes and translate into deliverable tasks across various business units.
- Develop and maintain saved searches, reports, KPI's, and dashboards.

Help Desk: Answer questions from our constituent base regarding:

- NetSuite navigation and functionality
- NetSuite issues of any kind, including finding data, creating searches and reports, explaining data relationships

Required Skills:
- Strong attention to detail.
- Dedicated, energetic and motivated individual.
- Ability to balance technical skills with business practical understanding – ability to transform end-user needs into technical and functional requirements, and explain in simple terms.
- Effective problem-solving, and critical and logical thinking skills.
- Excellent customer service skills; ability to form relationships both externally and internally.
- Time management skills, including organization and prioritization skills.
- Excellent written and verbal communication skills.
- Capable of supporting the configuration, development, and further evolution of the NetSuite System.
- Help Desk end-user support skills, including pleasant, effective, and expedient service to a diverse constituency via phone, email, and video conference.
- Intermediate Excel skills including data analysis using filtering, pivot tables, and VLOOKUP skills.
- Ability to understand and solve complex problems.

Experience:
- At least 6 months to 2 years of experience with Oracle NetSuite ERP solution.
- 2 to 3 years of experience with Relational Databases, SQL development, data integration and analysis.
- Light knowledge of Suite Script.
- While not required, some programming experience/knowledge is desirable.

Education:
- Oracle NetSuite Suite Foundation Certification preferred.

Compensation:
Competitive compensation package including employer-paid contributions to a 403(b)-retirement plan, healthcare benefits, and paid time off (vacation, sick leave, and holidays). This is a full-time position. Employees must work in the ABCUSA Offices located in King of Prussia, PA.

How to Apply:
If you are ready to be a part of this dynamic organization, send a cover letter, resume, and name/address/phone numbers of three (3) professional references to jobs@abc-usa.org.