Technical Business Analyst

There’s an energy that’s created when smart people gather to do things that will change the world. It’s what inspires explorers and entrepreneurs. And it’s what inspires us at Blackbaud.

Blackbaud was founded on the idea that technology can be a medium for social change. Over the last thirty years, we’ve delivered software solutions to the nonprofit sector, helping mission-driven organizations manage operations and engage supporters. We have the satisfaction of knowing that our solutions are making a difference every day, allowing our clients to focus their time and resources on what they do best: changing the world.

Our employees are innovators and difference-makers who are passionate about generating change. They see the huge impact their work has on organizations doing “good.” They’re socially involved. They work hard. And they have fun.

Working in the professional services group at Blackbaud, you will be part of the Business Analyst team responsible for requirement gathering and solutions design for software components that make up the world’s leading non-profit solutions.

This position reports to a Technical Consulting Manager. The Technical Business Analyst will be a member of a cross functional high-performing team, working directly with customers, Consultants, project managers, quality assurance analysts, other business analysts, software designers and engineers.

After your internship is completed at Blackbaud, you will then work with The Ohio State University during the Fall/Spring semesters. This is designed to allow you the opportunity to apply the skills and knowledge you obtained over the summer in a real world environment.

What you will do in this role

- Gather and document clear, detailed and concise requirements to create functional specification documents, ensuring understanding and team buy-in with clients, project team, technical staff and other affected parties
- Investigate and develop recommended solutions, including detailed business user requirements, detailed prototypes, workflow procedures and business rules
- Participate in design specification reviews with development team members to identify design issues early in the software development life cycle and assist with test plan creation
- Work on projects with offshore team members to ensure items are split into tasks which are assigned to team members and development is adhering to budget and schedule
- Learn the complexities of software systems to aid in analysis of potential problem areas
- Self-prioritize tasks while assisting others to meet aggressive deadlines
- Share knowledge and collaborate across teams to evaluate and suggest improvement to processes

Experience and skills

- Working on a 4 year degree or comparable technical experience
- Experience working in a software development environment a plus
- Experience with databases and SQL Server a plus
- Strong logical & problem solving skills
- Experience with Microsoft products and technologies
- Ability to independently manage multiple projects against defined time lines
- Strong communication and collaboration skills
- Knowledge of XML a plus