The American Institute of Aeronautics and Astronautics is seeking a dynamic NetFORUM Business Systems Analyst whose primary responsibility is to be the central point of contact and resident expert on NetFORUM in order to assist AIAA staff in their usage of the Association Management System (AMS). This will include assistance with troubleshooting and resolving issues/bugs, assisting with setup/configuration, suggesting how AIAA can leverage unused or under-utilized NetFORUM modules/capabilities, development and maintenance of NetFORUM standard operating procedures (SOPs) and assisting with queries. In addition, the NetFORUM Business Systems Analyst will assist with any integrations between the NetFORUM system and other systems (including AIAA websites and 3rd party vendor products/platforms).

**Accountability:**

- Translate functional workflows into NetFORUM standard operating procedures (SOPs) and maintain the SOPs. Validate procedures with Abila for accuracy.
- Assist each department with ensuring they have up-to-date SOPs for recurring NetFORUM tasks.
- Manage and resolve NetFORUM requests from AIAA staff through IT help desk tickets.
- Manage the process of logging and testing Abila tickets, including proactive communication between Abila and AIAA.
- Work with 3rd party vendors for additional support with eWeb development that is outside the scope of AIAA’s capabilities.
- Track and report status from 3rd party vendors and ensure the vendor is responding to AIAA in a timely manner.
- Follow-up with appropriate staff to ensure the key stakeholders understand the status of their issues/questions/customizations.
- Administer end user security of the NetFORUM system.
- Help staff to write NetFORUM queries.
- Assist with the requirements and implementation of integrating NetFORUM data into a variety of other systems (i.e. Tableau, Ektron, Atypon, ScholarOne, etc.).
- Write SQL stored procedures in NetFORUM.
- Create reports using Report Studio.
- Use NetFORUM Toolkit to edit forms.
- Provide end-user training on NetFORUM capabilities.
- Assist the Technical Project Coordinator in the NetFORUM upgrade process.
- Other duties as assigned.

**Reporting Relationships:**

- Reports to IT Director

**Position Dimensions:**

- Manage numerous tasks at the same time
- Consistently meet deadlines
- Must be proactive
- Communicate clearly and effectively
- Interact personally and professionally with AIAA staff and volunteer membership to understand requirements and work towards the desired solutions.
- Ask questions, prod others tactfully when needed, suggest ideas for both requirements and solutions, and repeat iteratively while maintaining a good disposition
- Proactively manage own schedule and task list

**Requirements/Qualifications:**

- Bachelor's degree in computer sciences or at least 3 years of relevant business-related work experience (as a business analyst or comparable technical position)
- At least 2 continuous years of experience working with netFORUM Enterprise (version 2010 or higher) including ToolKit
- Hands-on experience with Ektron or comparable content management system is preferred
- Must have hands-on experience with Microsoft .Net development
- Must have experience with API's
- Detail oriented in all aspects of the working environment
- Must have strong analytical skills
- Proficient with Microsoft SQL
- Excellent writing skills for documenting requirements and generating/maintaining standard operating procedures
- Excellent verbal communication skills and strong listening skills to assure the correct problem is being worked.
- Excellent customer service skills in terms of response time, quality of response and positive/helpful attitude
- Ability to work effectively as part of a team and individually, both in development and support activities including experience with vendor support and management.
- Experience in disciplined software development lifecycle and workflow
- Basic understanding of accounting.

To apply, email resume, cover letter and salary requirements to careers@aiaa.org.

**EOE M/F/D/V**

For more information about our commitment to equal employment opportunity, please visit: [http://www.aiaa.org/Careers-at-AIAA/](http://www.aiaa.org/Careers-at-AIAA/)

**Why Work at AIAA?**

Make a real difference in the aerospace industry! Assist us in positioning aerospace for its exciting future while celebrating the industry’s pioneering accomplishments. As an AIAA employee, you will enjoy competitive compensation and benefits including:

- 37.5-hr work week
- 11 holidays + vacation and sick leave
• Great location off the Dulles Toll Road near the new Reston Silver Line Metro
• Awarded ‘Best Workplaces for Commuters’ by Fairfax County Transit Authority and the National Center for Transit Research
• Medical, Dental, Vision insurance with low co-pays
• 403(b) retirement savings plan with generous match
• Group Term Life insurance
• Long-term and short-term disability
• Educational assistance
• Health club and Weight Watchers subsidy

ABOUT AIAA

AIAA is the largest aerospace professional society in the world, serving an innovative, high-value workforce that helps make the world safer, more connected, more accessible, and more prosperous. We represent a profession whose great work has produced everything from the brilliant innovations that affect daily living to the major missions that fuel our collective human drive to explore and to accomplish amazing things.

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