



Job Description

Job Title: Automation Analyst	Location: Ellicott City, MD
Department: Information Technology	FLSA Status: Salary, Exempt
Reports To: Automation Manager	Compensation: Base Pay + Bonus; includes medical, STD, LTD, life insurance, 401k and vacation plan

Summary

The Automation Analyst is a self-motivated and analytical resource with experience in the Microsoft PowerPlatform, PowerAutomate, or similar application development platform. As a member of the XPERTECHS Automation Team, the Automation Analyst you will be responsible for the design, development, and documentation of PowerApps Enterprise applications, Microsoft Flows, Forms, and workflows. The automation analyst will have the opportunity achieve Microsoft certifications, attend conferences and workshops, and work within an industry-leading managed services team.

Essential Duties and Responsibilities

- Work with client and project team members to design, test, and deploy automation scripts, apps, and flows.
- Troubleshoot and resolve bugs and configuration issues within various flows, scripts, and forms.
- Design, build, and publish PowerApps to the Microsoft App Store and Teams/SharePoint Online
- Monitor and respond quickly and effectively to support requests escalated through client and internal teams.
- Monitor automation ticket queues and processes on a first-in first-out based SLA.
- Assist in drafting documentation and process flows to automation efforts.
- Work with vendor support resources design, build, and troubleshoot solutions.
- Participate in routine meetings and provide metrics and reporting for position goals.
- Exhibit professional appearance and conduct in accordance with company standards.
- Document resolutions and contribute to the knowledgebase library.
- Provide afterhours support or scheduled project support as needed.

Marginal Functions

- Monitor availability of automation routines and flow.
- Deploy software and work with third-party software vendors to attain licensing.
- Perform other duties as assigned.

Supervisory Responsibilities

None.

Work Environment

Our company has an interactive, fast-paced work environment. Responsibilities may occasionally require an adjusted work schedule and/or evening/weekend hours in order to satisfy customer needs and position requirements.

Minimum Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** This position requires a minimum of an Associate's Degree (with a Bachelor's degree preferred); at least 3 years' recent technical support or application development experience within the small or mid-sized business market; or an equivalent combination of education and/or experience. Must be able to effectively communicate in specific terms about technologies used by our teams/clients, including Azure Active Directory, Microsoft PowerApps, Dynamics 365, SharePoint Online, and related services.
- **Knowledge, Skills and Abilities:** Automation Analyst must have strong problem solving and analytical skills, an ability to comprehend complex technical concepts and communicate to functional teams, strong knowledge of powershell scripting, development methodology, and standard toolsets for building repeatable and automated routines.
- **Physical Demands:** While performing the duties of this job, the employee is regularly required to communicate with and present information to others and access information using a computer for several hours at a time. Employees must be able to join voice and video-enabled chat, conference, and meeting scenarios on a regular basis.
- **Emotional Demands:** The employee must be emotionally mature and be able to handle difficult and complex client and work-related situations. Candidates must possess strong problem solving, conflict resolution, and interpersonal skills. They must be self-driven and possess a positive mental attitude in addition to a sense of ownership and personal integrity. Attention to detail and accuracy is paramount.
- **Client/Relationship Management:** The Systems Automation Analyst establishes and builds relationships with clients. Applies knowledge to the business and provides personalized, value-added service. Demonstrates willingness to meet or exceed needs of clients by pursuing improved courses of action; delivers products and services that best serve client needs; uses client feedback as a basis for improving service and performs necessary follow-up work without being prompted.
- **Collaboration/Teamwork:** The Systems Automation Analyst creates commitment to common goals; identifies competing interests and finds ways to balance them; values contributions of all team members and other constituencies; values team accomplishments over individual accomplishments; leverages others' strengths and experiences to achieve team goals; co-operates with colleagues and shares resources. The team member must continually improve their skills and abilities.
- **Intellectual Demands:** Excellent written and verbal communication skills are essential, as well as effective organizational, multi-tasking, and prioritization skills. Candidates must be able to read, analyze, and interpret general industry periodicals, technical procedures and governmental regulations. They must be able to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. They must be able to effectively present information and respond to questions from clients, vendors, employees, and the general public.

All job requirements are subject to possible modifications. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Requirements are representative of minimum levels of knowledge, skills, and/or abilities to perform this job successfully; the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment is on an "at-will" basis.



Employee must be able to relate to other people beyond giving and receiving instructions: (a) can get along with other co-workers or peers without exhibiting behavioral extremes; (b) perform work activities requiring negotiating, instructing, supervising, persuading or speaking to others; and (c) respond appropriately to constructive criticism from a supervisor.