Application Support/Data Analyst

Join Maryland's #1 entrepreneurial, business assistance, and seed funding organization

TEDCO has a staff opening for an Application Support/Data Analyst to fill a critical role in the organization's operations and support activities. In particular, we are seeking someone to perform data analysis (including financial analysis); to provide and manage a variety of applications administration, implementation, support, and integration with workflows; and to collect and track data and reports associated with the management of TEDCO's portfolio of investments. The right person for the job will be able to work independently, take initiative, and employ creative solutions to address the organization's challenges associated with the use of various software applications, databases, and the associated workflows. The person must be customer-service oriented and able to interact professionally with all levels of staff, applications vendors/developers, and industry executives.

Primary Job Functions:

- Collecting reports from TEDCO's portfolio companies, analyzing data – including data from financial statements, and generating various reports. This includes:

  - Insuring the integrity of the data maintained in TEDCO's portfolio management software – currently MS Access based – and producing standard and customized reports using MS Access, SQL, Excel, and other analysis tools;
  - Notifying portfolio companies when reports are due, when they are in default, and when reports are inadequate; and
  - Supporting TEDCO's portfolio managers to ensure companies are in compliance with their funding agreements.

- Managing and supporting the various software applications implemented within TEDCO, including:

  - Managing and supporting TEDCO's application submission software (Zengine and Good Done Great);
  - Implementation of a new CRM (potentially Microsoft Dynamics);
  - Supporting TEDCO's website and custom web applications (Word Press, JavaScript, SQL, Ruby on Rails);
  - Supporting other applications used by TEDCO (NetSuite, MS Office Suite – including custom Access applications); and
  - Developing operational workflows that complement software applications.

The Analyst is responsible for learning the applications, managing support agreements and interactions, providing training and support to staff and other users of the applications, maintaining the applications, making recommendations for their use to improve operational efficiency, recommending/evaluating/implementing new applications, and other application-specific responsibilities.

This position will also be involved with special projects and events, such as the Entrepreneur Expo and ICE Awards, and responsible for various other duties as assigned.

Ideal Candidate Will Have:

- Excellent written/oral communication and customer service skills
- Technical, critical thinking, and analytical skills – especially financial analysis
- Experience with report generation from relational databases and web applications
- A record of taking initiative, demonstrating critical thinking, and solving problems
- Working knowledge of web development and working with databases (e.g., SQL, MS Access)
- Experience with MS Access and MS Dynamics a plus

Minimum Qualifications:

- Bachelor's degree in a relevant field (e.g., business/finance, information systems, computer science, or other field)
- Demonstrated ability to learn and implement new software applications
- Experience supporting applications
- Detail-oriented and organized

This is a full time position with benefits working out of our Columbia, MD office. The Application Analyst reports directly to the Sr. Vice President of Tech Transfer and Commercialization.

TEDCO is an independent organization that strives to be Maryland's leading source for entrepreneurial business assistance and seed funding for the development of startup companies in Maryland's innovation economy. TEDCO provides mentoring and funding in the early stages of entrepreneurial activity when an innovative idea is being developed to demonstrate marketable value, or has been developed but the start-up does not yet have sufficient proof of concept or revenue achievements to warrant more substantial investment from angel or venture capital funds, and when early-stage companies are attempting to broaden the marketable reach of their proven concept and need greater investment assistance to expand.

Salary will be commensurate with experience. TEDCO is an equal opportunity employer.

To apply, please send cover letter and resume to Response@tedco.md before April 28, 2017.