



### Career Opportunity This is not a Federal Position

We are currently accepting applications to fill the following vacancy:

#### Microsoft D365 Business Systems Analyst Announcement Number: SE-25-0124 Number of Vacancies: One

<b>OPEN DATE:</b>	March 28, 2025
<b>CLOSING DATE:</b>	April 11, 2025
<b>PAY BAND:</b>	<b>K</b>
<b>SALARY RANGE:</b>	Up to \$115,000 (Commensurate with Experience)
<b>POSITION TYPE:</b>	Trust Fund
<b>APPOINTMENT TYPE:</b>	Indefinite
<b>SCHEDULE:</b>	Full time
<b>DUTY LOCATION:</b>	Washington, DC

**Position Sensitivity and Risk:** Non-sensitive (NS)/Low Risk

**Open to all qualified applicants**

#### What are Trust Fund Positions?

Trust Fund positions are unique to the Smithsonian. They are paid for from a variety of sources, including the Smithsonian endowment, revenue from our business activities, donations, grants and contracts. Trust employees are not part of the civil service, nor does trust fund employment lead to Federal status. The salary ranges for trust positions are generally the same as for federal positions and in many cases trust and federal employees work side by side. Trust employees have their own benefit program and may include Health, Dental & Vision Insurance, Life Insurance, Transit/Commuter Benefits, Accidental Death and Dismemberment Insurance, Annual and Sick Leave, Family Friendly Leave, 403b Retirement Plan, Discounts for Smithsonian Memberships, Museum Stores and Restaurants, Credit Union, Smithsonian Early Enrichment Center (Child Care), Flexible Spending Account (Health & Dependent Care).

#### CONDITIONS OF EMPLOYMENT

- Pass Pre-employment Background Check and Subsequent Background Investigation
- Complete a Probationary Period
- Maintain a Bank Account for Direct Deposit/Electronic Transfer.
- The position is open to all candidates eligible to work in the United States. Proof of eligibility to work in the U.S. is not required to apply.
- Trust applicants must meet all qualification and eligibility requirements within 30 days of the closing date of this announcement.

#### OVERVIEW

This position will provide Systems Analysis support for Microsoft D365 and other SE internal systems.

## **DUTIES AND RESPONSIBILITIES:**

### **Systems Analysis:**

- Collaborate with business teams and stakeholders to understand business requirements, processes, and challenges to tailor solutions that address their needs.
- Analyze the current state of functionality, database structures, and reporting tools. Provide insights and recommendations for optimization or enhancements.
- Evaluate available D365-plug in solutions and if necessary, perform buy vs build analysis.
- Identify opportunities for system upgrades and propose solutions that improve efficiency, scalability, and performance. Help in planning, recommending, and executing necessary system updates.
- Lead the planning and execution of system implementations and configurations, ensuring seamless integration with existing processes and tools.
- Develop and execute test plans to ensure proper functionality of implemented solutions.
- Work with the reporting team to prioritize and improve data reports and dashboards within D365 and other SE platforms. Ensure reports meet user needs and support key business decisions.
- Act as a liaison between technical teams and business stakeholders to ensure understanding and alignment between business needs and IT solutions.
- Create and maintain detailed documentation for system configurations, upgrades, reports, and user requirements.
- Provide ongoing support and training for end-users to ensure they fully utilize D365 features and functionalities.

### **Project Management:**

- Support Project Manager in leading large cross organizational technology implementation projects.
- Build and track project schedules and task lists.
- Support weekly project status meetings.
- Contributes to all D365 related projects, and other projects as assigned.
- Contribute to all quarterly PCI reviews based on current PCI requirements.

### **Administer Software:**

- Manage system security for D365 and related software, provides new staff with access and orientation to D365 software as needed.
- Manage and update D365 security roles, duties, and privileges.
- Completes semi-annual PCI related security audits.
- Maintain, monitor, and update D365 batch jobs and integrations.
- Resolve or re-assign jobs that end in error, notifies line of business (LOB), and sees the jobs through to completion.
- Contribute to and regularly update Disaster Recovery plan for D365 software.
- Manage D365 testing process authoring an overall plan for routine end to end testing. Coordinates test assignments to each LOB to be complete before each required D365 upgrade (at least 2 times annually)
- Maintain legacy software as needed for historical reference.
- Assist D365 software expert on staff, providing guidance for proper use to the Retail, Finance, and Ecommerce associates.

### **Daily Operations:**

- Assist Director with authoring and updating all Operations IT policies and procedures.
- On call for D365 support for approximately 150 users in Virginia, Washington DC, and NY. Answers day to day "how to" questions and assists with D365 support contact via support provider.
- Manage D365 report distribution.
- Research reported D365 inventory, cost, and retail discrepancies.
- Work with 3PL and Ecommerce and Customer database provider to resolve discrepancies from integrations and processing.
- Support developer's need for business analysis for changes/updates to existing software.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## QUALIFICATION REQUIREMENTS:

### Education and Experience:

Bachelor's degree (BS) from a four-year college or university in Computer Science, MIS, or a related field and/or 5-7 years related experience preferred, or equivalent combination of education and experience

### Experience required for this position is as follows:

- 3-5 years of working with Microsoft D365 business application
- Strong technical communication skills both written and verbal
- Must be meticulous, thorough, and accurate.
- Quick study on computer system features and functionality
- Knowledge of Internet Network Security
- Experience working in a software development environment.
- Motivated self-starter with leadership skills.
- Must be able to communicate to all levels of management.
- Must have strong interpersonal skills, strong facilitation skills
- Ability to build strong professional relationships with internal and external organizations.
- Must have sound judgment with respect to sensitive information.

Applicants, who wish to qualify based on education completed outside the United States, must be deemed equivalent to higher education programs of U.S. Institutions by an organization that specializes in the interpretation of foreign educational credentials. This documentation is the responsibility of the applicant and should be included as part of your application package.

Any false statement in your application may result in your application being rejected and may also result in termination after employment begins.

### How To Apply:

<b>Please forward a resume, and cover letter to:</b>	<a href="mailto:SECareers@si.edu">SECareers@si.edu</a> Please include the position title in the subject line.
Applications received on or before <b>April 11, 2025, 5pm (EST)</b> will be considered. Resumes should include a description of your paid and non-paid work experience that is related to this job; starting and ending dates of job (month and year).	
<b>What To Expect Next:</b> Once the vacancy announcement closes, a review of your resume will be made compared to the qualifications and experience as it applies to this job. After a review of applicant resume is complete, qualified candidates' résumés will be referred to the hiring manager.	

Relocation expenses are not paid.

The Smithsonian Institution provides reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation should contact the point-of-contact listed in the "How To Apply" section above. Determinations on requests for reasonable accommodation will be made on a case-by-case basis. To learn more, please review the Smithsonian's [Accommodation Procedures](#).

The Smithsonian offers a number of exceptional benefits to its employees who qualify. Benefits include:

Health, Dental & Vision Insurance, Life Insurance, Transit/Commuter Benefits, Accidental Death and Dismemberment Insurance, Annual and Sick Leave, Family Friendly Leave, 403b Retirement Plan, Discounts for Smithsonian Memberships, Museum Stores and Restaurants, Credit Union, Smithsonian Early Enrichment Center (Child Care), Flexible Spending Account (Health & Dependent Care)

The Smithsonian Institution is an **Equal Opportunity Employer**. We believe that a workforce comprising a variety of educational, cultural, and experiential backgrounds support and enhance our daily work life and contribute to the richness of our exhibitions and programs. See Smithsonian EEO program information: [www.si.edu/oeema](http://www.si.edu/oeema).

## YOUR PRIVACY IS PROTECTED

### Trust Applicants Demographic Form

Thank you for your interest in the Smithsonian Institution and this Trust Hiring position. The Smithsonian is requesting your response to this optional equal opportunity survey. The information is used to determine if our equal opportunity efforts are reaching all segments of the population that is consistent with Federal equal employment opportunity laws. Your responses will not be shown to the panel rating the applications, to the selecting/hiring official, or anyone else who can affect your application in the hiring process. This form will not be shared with the hiring official or placed in your official personnel file should you be hired.

The aggregate information collected will be kept private to the extent permitted by law. No personally identifiable information will be requested on the form and the information collected will not be attributable to you. Please complete the optional Trust Applicants Demographic Form here:

[Microsoft D365 Business Systems Analyst | Office of Human Resources](#)