



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 1200+ people strong and growing!

You could play a key role supporting the Information Technology Division! Go to our job board to

apply: [job board](#)

The job at a glance

General Summary

The Business Systems Analyst (BSA) serves as the primary liaison between business units and technical teams, including Application Support Team, Data and Reporting Analytics, Software Development, and Network/System Engineers. This role gathers, analyzes, and translates business requirements into clear technical specifications, ensuring incoming requests and projects are well-defined, feasible, and aligned with organizational capabilities. The BSA partners with leaders to identify, evaluate, and implement technology solutions and applications, whether developed in-house or purchased.

This position is classified as Hybrid, full time, 40 hours per week.

Core Benefits!

- **Hybrid** position!
- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered.
 - **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

Within a team structure, this position will perform the following responsibilities:

Requirements Gathering & Intake Coordination (35%)

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- Lead requirements discovery sessions with business stakeholders to understand objectives, workflows, and pain points; own elicitation and documentation of functional requirements, user stories, process flows, and acceptance criteria for assigned initiatives
- Validate requirements for clarity, feasibility, and alignment with existing systems and architecture.
- Coordinate intake for new requirements, enhancements, and projects, which includes assessing scope and impact, supporting priority decision, facilitating time / work estimation sessions, and ensuring all requirements are properly documented before development, and support teams begin work.
- Plan and prioritize workload within designated areas of responsibility, and monitor commitments, assignments, and timelines to ensure quality customer service and on-time delivery
- Maintain a structured backlog of enhancements, requests, and project requirements.
- Navigate and translate regulatory and compliance requirements into technical process specifications.

Process Mapping, Optimization, and Continuous Improvement (30%)

- Collaborate with Program, operational, and other agency stakeholders to identify, prioritize, and implement process and automation improvement opportunities, including document current and future-state workflows.
- Identify opportunities proactively and through recurring support issues to streamline processes, reduce manual work, and improve system usability by addressing root causes.
- Facilitate change management initiatives, including communication and training, that increase the agency's digital literacy and support AI adoption.

Technical Liaison & Solution Design (15%)

- Serve as the primary point of contact between business units and technical teams; collaborate with developers, analysts, and engineers to evaluate solution options, technical feasibility, and system architecture impacts.
- Provide high-level solution recommendations, technical specifications, and integration and configuration documentation, ensuring business expectations match technical realities.
- Recommend build-vs-buy decisions and provide input on the enterprise application roadmap.
- Support the creation of technical specifications, integration requirements, and system configuration

Strategic Analysis and Advisory (10%)

- Advise agency IT and stakeholder leadership on the feasibility, cost, and risk tradeoffs of proposed technology investments, including cost-benefits and ROI analysis to support solution and vendor recommendation.
- Lead vendor evaluation and RFP/RFI processes in partnership with stakeholders; advise stakeholders of the potential impacts, barriers, and constraints for stakeholders to make informed-decisions
- Mentor and provide analytical guidance to less- experienced team members.
- Advise on and draft for approval BSA standards, templates, and procedures.

Testing, Validation, and Application Support(10%)

- Develop test plans, test cases, and acceptance criteria.
- Coordinate and support UAT (User Acceptance Testing) with business stakeholders following pre-testing and sign-off and validate that the delivered solution meets business requirements and quality standards.
- Provide subject matter expertise and guidance for supported applications and business processes, helping others understand the business context and/or technical context behind issues or enhancements.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Participate in departmental, agency and professional meetings and workgroups, as assigned.

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- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

Minimum Required

- **Education:** Bachelor's degree in Business Administration, Information Systems, Computer Science, or a related field; or equivalent combination of education and experience.
- **Experience:** – 5 years of experience as a Business Systems Analyst, Business Analyst, Systems Analyst, or similar role
- **Professional/Technical Certifications:** n/a
- **Technical Requirements:**
 - Demonstrated understanding of software development concepts, system integrations, APIs, and data flows.
 - Ability to translate complex technical concepts into business-friendly language.
 - Experience with writing requirements, user stories, process maps, and technical documentation.

Proficiency with tools such as:

- Requirements management platforms (Wrike, Jira, Azure DevOps, etc.)
- Diagramming tools (Visio, Lucidchart, Miro, etc.)
- AI tools such as Claude, Cursor, Chat-GPT or comparable AI development tools
- **Bilingual Required:** N/A
- **Behavioral:**
 - Demonstrates effective communication skills and consistently maintains a high-level of detail-orientation and accuracy.
 - Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective critical thinking.
 - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
 - Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.
 - Show ability to have flexibility, maturity of judgment, and ability to work collegially.
 - Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence to technological security in accordance with Agency policy and legal requirements.
- **Travel:** Some travel/business related driving required for all staff, large divisional events, and specified meetings. Staff may choose any mode of transportation (driving, walking, bicycling, carpooling, etc.) to arrive to and depart from the location where attendance is required. Should a staff member choose to drive, the staff member must become an approved driver with CCRC prior to driving on behalf of CCRC. Approved drivers driving on behalf of CCRC may choose to drive a CCRC vehicle or own vehicle and must meet requirements to be an approved driver including holding and maintaining current auto insurance, current California Driver's License and receiving DMV clearance.
- **Work Schedule:** Position is full-time, 40 hours per week.
- **Work Environment:** Hybrid position, 3 days in office required.
- **Background & Health Clearance Requirements:** Background requirements determined according to the requirements of the program(s) which the position will be supporting. Background check required. As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education,

reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:

- **Live Scan Clearance / DOJ Fingerprinting:** For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
- **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with “at risk” populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
- **MVR / DMV clearance** in accordance with CCRC’s liability insurance provisions: For positions where driving is required.
- **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
- **CPR / Pediatric CPR certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)
- **Federal Debarment Checks:** For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)
- **Credit & Bankruptcy Check:** For positions with fiscal responsibility (roles with authority over financial transactions), a credit and bankruptcy check will be conducted to assess financial responsibility in alignment with agency standards and applicable laws, including the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) and California Labor Code restrictions on credit reports (Labor Code 1025.5.)

Preferred

All minimum requirements above met, plus:

- **Experience: 7+ years of experience as a Business Systems Analyst, Business Analyst, Systems Analyst, or similar role.**
- **Professional/Technical Certifications: Certification on Capability in Business Analysis (CCBA) or Certified Business Analysis Professional (CBAP); Prosci or comparable change management certification is a plus.**
- **Technical Requirements –** Working knowledge of SQL for data validation and analysis; familiarity with BI/reporting tools (e.g., Power BI, Tableau)SQL basics for data validation (optional)

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	☒	☐	☐	☐	☐
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	☐	☒	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☒	☐	☐	☐	☐

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Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Driving: A car, truck, forklift or other types of moving equipment.	☐	☒	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	☒	☐	☐	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☐	☐	☒	☐
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☒	☐	☐	☐	☐
Lifting (Light): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting up to 30lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Med): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 30lb – 50lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Lifting (Heavy): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 50lb+ objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☒	☐	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☒	☐	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☒	☐	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	☒
Sitting: Particularly for long periods of time.	☐	☐	☐	☒	☐
Standing: Standing or staying on feet for sustained periods of time.	☐	☒	☐	☐	☐
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☒	☐	☐	☐	☐
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	☐	☐	☐	☐	☒
Twisting: Turning from right to left at the waist.	☒	☐	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☐	☒
Walking: Moving about on feet to accomplish tasks.	☐	☒	☐	☐	☐

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

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Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.

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