

Job Title: Product Analyst
Department: Digital Product
Location: ABWE Headquarters, New Cumberland, PA
Job Type: Full-Time/Hourly/Non-Exempt

Supervisor: Director | Digital Product

Supervisory Responsibility: None

Mission/Vision: Fulfilling the Great Commission by multiplying leaders, churches, and missions movements among every people.

Job Summary/Primary Role: The Product Analyst 1 works with the ABWE Digital Product team to support the effective use of the Rock RMS platform across the organization. Serving as a customer-facing member of the Digital Product team, the Product Analyst 1 partners with ABWE's teams and departments to gather and document requirements, translate ministry needs into clear specifications for the technical team and the vendor development partners, and keep stakeholders informed on the status of ongoing work. The role reports to the Director of Digital Product, who sets priorities, directs the vendor development partners, and owns the standard of quality for Rock RMS work. The role collaborates with Technology Operations for support functions including hosting, platform availability, security, and user access. This entry-level role offers the opportunity to gain hands-on experience in product analysis, systems support, and project coordination, with the expectation of becoming increasingly independent and growing in both technical and analytical aptitude at an accelerated rate.

Essential Functions and Responsibilities include but are not limited to:

- Serves as the primary point of contact between end users and the Rock RMS technical team.
- Meets with ABWE's teams and departments to gather, document, and clarify business requirements for reports, dashboards, workflows, and other Rock RMS customizations.
- Translates business requirements into clear, well-organized specifications and communicates them effectively to developers and technical staff.
- Works with the Director of Digital Product to prioritize requests, sequence work, and align it to the digital product roadmap.
- Provides regular status updates to stakeholders on the progress of customization projects, enhancements, and issue resolution.
- Supports users by responding to questions, troubleshooting basic issues, and escalating technical problems to the appropriate team members.
- Assists in coordinating and tracking customization projects, including work delivered by external vendor development partners, under the direction of the Director of Digital Product.
- Collaborates with Technology Operations on support functions that affect Rock RMS users, including help desk escalation, platform availability, security, and user access.
- Participates in testing new customizations and Rock version updates to verify that delivered solutions meet documented requirements.

- Helps maintain documentation of system processes, customizations, and user guides.
- Assists in monitoring integrations between Rock and other internal systems, reporting issues to the technical team.
- Collaborates with other teams and departments to ensure solutions meet requirements and perform optimally across the mission.
- Performs other duties or special projects as required or as assigned.

Qualifications: Ability to pass background check and all necessary clearances as mandated by the Commonwealth of Pennsylvania.

Education: Bachelor's Degree in Information Systems, Computer Science, Business Administration, or related field, or equivalent experience.

Required Skills:

- Strong verbal and written communication skills, with the ability to interact professionally with technical staff and with users who have no technical background.
- Strong organizational skills and attention to detail in documenting requirements and tracking project status.
- Basic understanding of web technologies (HTML, CSS, JavaScript) and databases.
- Ability to analyze business processes and identify opportunities for improvement.
- Customer service orientation with a collaborative, team focused mindset.

Preferred Prior Experience:

- Internship or up to one year of experience in a product analyst, business analyst, IT support, or customer facing technical role.
- Familiarity with Rock RMS or other relationship or church management systems a plus.
- Exposure to SQL, reporting tools, or workflow design a plus.
- Experience writing user stories, requirements documents, or test cases a plus.

Necessary Attributes:

- Joy-filled personal faith rooted in Jesus Christ and a heart to serve.
- Able to maintain information and documents that are highly confidential.
- Self-driven and deadline oriented.

Christian Life:

ABWE is a Christian organization, and it is necessary that employees possess and maintain a lifestyle that is above reproach. Employees are encouraged to participate in staff events including corporate and departmental prayer times and staff meetings and lunches.

All ABWE employees must:

- Be a believer in the Lord Jesus Christ and able to articulate a personal testimony of salvation.
- Be walking in Christ-like obedience to Biblical standards in ways that evidence a transforming relationship with Jesus Christ, particularly as outlined in ABWE's Christian Code of Conduct.

- Be a current and active member and/or regular attendee of a like-minded local church that aligns doctrinally with ABWE.
- Be able to fully support ABWE's mission, vision, core values, Statement of Faith, and ministry philosophy.
- Be able to follow all guidelines set forth in the ABWE IHQ Staff Handbook.

Physical Demands and Work Environment: The physical demands are minimal and typical of similar jobs in comparable organizations, including extended periods of time sitting at a desk. The work environment is representative and typical of similar jobs in comparable organizations. While performing the duties of this job, the employee is regularly required to sit for extended periods of time; talk or hear; perform fine motor, hand, and finger skills in the use of a keyboard, telephone, or writing. The employee is frequently required to stand; walk; and reach with arms and/or hands. Specific vision abilities include close vision, distance vision, depth perception and the ability to adjust focus. The employee will spend their time in an office environment with a moderate to high noise level. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.