

# 883BR - Systems Support Analyst

Status: Open

Job req template: Standard Requisition

## Requisition details

Job Code : IT001 Systems Analyst  
Title : Systems Support Analyst  
No. of Positions : 1  
Recruiter : Garza, Samantha  
Hiring Manager : Hall, Patrick  
Reports to : Patrick Hall  
Req team : Hall, Patrick  
Garza, Samantha  
Serrano, Susana

Reason for req : Replacement

Was the last  
incumbent hired  
through a  
recruitment firm?  
:

Name of previous  
incumbent : Ashley Letang

Job category : Office Employee

Employment type  
: Permanent

Job Type : Non Plant Position

Type of position : Full-Time

Is this a union  
position? : No

FLSA status : Non-exempt

Job description : **Location: 5001 W. Polk St., Chicago, IL 60644**

### Overview

Alpha Baking Company, Inc., a Chicago based food manufacturing and distribution firm, is looking for a Systems Analyst to join our information technology team. We're a multi-state midsize enterprise delivering fresh and frozen baked goods throughout the Midwest, and nationally via our frozen foodservice partners. As a member of IT, you'll work closely with many departments and systems across the enterprise. We're looking for experience, professionalism, intelligence, and reliability to keep our complex business systems running well and take them into the future.

### Position Summary

This position reports to the Director of Information Technology and works primarily on projects related to enterprise planning and monitoring, MS SQL Server development and maintenance, and general IT support. This individual will be expected to maintain, support, evaluate, develop, and document information systems connecting a wide range of systems and users. They will collaborate positively with the rest of IT, our office, factory, and delivery staff, managers, executives, and external partners.

Requested Salary 50K-60K  
:

Notify CEO No  
(salary above  
\$100k) :

Salary frequency Annually  
(per) :

## Responsibilities

- Developing, troubleshooting, and supporting complex IT systems
- Contributing substantially to complex custom scripts and software
- Helping troubleshoot advanced issues on our user systems and networks
- Coordinating with partners, vendors, and internal users
- Researching and selecting appropriate solutions to new issues
- Communicating clearly and positively with our whole enterprise
- Participation in emergency after hours support rotation
- General understanding of each department's roles and needs
- Rare travel to alternate Midwest locations for special projects

## Requirements

- 3 years of System Analyst experience or CS/IT Bachelor's degree and 1 year experience.
- Strong technical skills; SQL, Database Development, Programming/Scripting, general IT knowledge
- Strong written and verbal skills
- Creative problem solving in the face of diverse, detailed systems with real time needs

- Strong interpersonal skills; professional and approachable in person and over the wire
- Strong time management skills; attention to detail with an eye on long term results
- Focused on positive workplace experience and rapid issue resolution

#zip

Required qualifications, skills and experience :

#### Requirements

- 1 year of System Analyst experience or CS/IT Bachelor's degree.
- Strong technical skills; SQL, Database Development, Programming/Scripting, general IT knowledge
- **Must have some SQL and Programming/Scripting knowledge.**
- Strong written and verbal skills
- Creative problem solving in the face of diverse, detailed systems with real time needs
- Strong interpersonal skills; professional and approachable in person and over the wire
- Strong time management skills; attention to detail with an eye on long term results
- Focused on positive workplace experience and rapid issue resolution

About us :

Alpha Baking Company,

Inc., a national distributor of breads, rolls and buns, as well as sweet goods, was founded in 1979. Headquartered in Chicago, Alpha Baking has three production plants in Illinois and others in Indiana, Michigan, and Wisconsin. Alpha Baking's retail brands include S. Rosen's, MaryAnn, Natural Ovens Bakery, Kreamo, and Golden Hearth, with additional product sold under private label agreements and the Alpha Baking foodservice brand. Our broad array of products can be found in national restaurant chains, quick service restaurants, schools, institutions, major league sports franchises, national grocery chains and independent grocery stores.

EEO statement : We are an equal opportunity employer with policies prohibiting unlawful discrimination on the basis of any protected classification under applicable local, state and/or federal laws which include race, color religion, sex, national origin, sexual orientation, gender identity, disability status or veteran status, Alpha Baking Company, Inc. is an Affirmative Action/Equal Employment Opportunity Employer.

Location information

Job Location : 5001 W. Polk St.

City : Chicago

State/Province/Region : Illinois

Zip code : 60644

Payroll 11 Office Polk

Department :

Department : IT Department

Location code : POLK

Does this position occasionally work in Chicago? :

Is this a Non Chicago Office Hourly position? :

General information

Number of hours per week : 40

Shift : 1st Shift

Shift details : 8:30-5

Travel required : Up to 25%

Does this position come with a signing bonus? : N/A

Approval routing

Job title	User	Date	Message
Hiring Manager	Hall, Patrick	02-Mar-2022	
Functional VP	Houston, William	02-Mar-2022	
VP of HR	Bypass	02-Mar-2022	

Notify upon approval completion Garza, Samantha

Req notes :

Turn off Autofiler notification for this req