

**POSITION DESCRIPTION  
UPIC SOLUTIONS, INC**

**POSITION TITLE:** e-Business Representative  
**UNIT/ORGANIZATION:** Information Services  
**REPORTS TO:** e-Business Director

**POSITION SUMMARY:** Responsible for the implementation of e-business solutions across assigned Upic customers, responsible for gathering local United Way business requirements including: timelines, standard and ad-hoc reporting/product needs. Works within a team of Upic staff resources to deliver solutions including data import/export, website development, email communications, reporting and user support/training services. Provides e-business Help Desk support as assigned. Proficient in Upic standard e-business/reporting platforms including, but not limited to: Andar, United eWay/Truist, Microsoft Access, Microsoft Office, HTML, Crystal Reports, etc.

**KEY RESPONSIBILITY AREAS:**

Weight	Responsibility
60%	<b>1. Site Customizations/Support:</b> Provides hands-on site configuration/support for assigned e-business accounts, including data import/export, website development, email communications, reporting and user support/training services.
20%	<b>2. E-business Project Support:</b> Provides project level support for specific e-business projects including database cleansing, duplicate resolution, etc.
20%	<b>3. E-business Help Desk Support:</b> Provides direct customer support to Andar help-desk requests by manning the e-business Help Desk one business day per week. Provides front-line user support and training on e-business applications via remote training sessions and through shifts on the service desk.

**JOB RELATIONSHIPS WITH:** UPIC management team and personnel, all current and potential system users, UPIC standard software providers

**MINIMUM QUALIFICATIONS:** Requires bachelor's degree with technical discipline. Truist/United eWay certification required within three months of hire. Three or more years of experience with UPIC e-business platforms. Strong technical documentation skills and demonstrated ability to establish/maintain good interpersonal relationships required.

**SPECIAL CONSIDERATIONS:** Position may work remote or non-standard work hours based upon mutual agreement.