Helen Keller Intl
Job Announcement

Systems & Applications Support Associate
Remote – flexible to be based anywhere Helen Keller is a *registered employer

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities that are striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition, and clear vision, we help millions of people create lasting change in their own lives. Working in 20 countries – across Africa, Asia, Europe, and the United States – and together with a global community of supporters, we ensure every person has the opportunity – as Helen did – to reach their true potential.

Scope of the Position:

Working closely with the Manager ERP System, Finance Systems Director, and regional and country office staff, the Systems & Applications Support Associate will provide day-to-day administration, user support, and troubleshooting across Helen Keller's ERP (NetSuite) and its integrated systems: budgeting and reporting systems (Solver), timesheet system (Journyx), and procurement system (KProcure). This position will manage core administrative tasks, provide direct end-user support, and contribute to ongoing system improvements. The role requires a blend of technical, financial, and analytical skills, with an emphasis on problem solving, flexibility, and collaboration.

Functional Relationships:

This position reports to the Director, Finance Systems, within the Systems and Applications department. Collaborates closely with Center and Global Functions- Finance, Center-Employee Experience, Global Operations and Center, Strategic Partnerships teams to ensure system configurations and workflows support organizational policies and donor requirements. Work with regional and country office staff to balance global system standards with local operational needs in a matrixed management environment.

Responsibilities:
End User Support, Training & Documentation
Support staff in effectively using business systems by troubleshooting issues, delivering targeted training and developing user documentation.
- Respond promptly to staff inquiries submitted via email, chat, or ticketing system, providing clear and actionable guidance.
- Troubleshoot user issues related to NetSuite (ERP), Solver (budgeting/reporting), and Journyx (timesheets), KProcure (procurement) escalating to senior staff or vendors when necessary.

- Maintain and update a centralized knowledge base, FAQs, and standard operating procedures related to finance and business systems.
- Support continuous improvement initiatives aimed at increasing efficiency, consistency, and user experience across systems.
- Assist staff in resolving login/access issues, role/permission errors, and data entry mistakes.
- Monitor user adoption following trainings and provide follow-up coaching where needed.
- Proactively reach out to staff with suggestions for improved use of system features.
- Maintain regular communications with finance staff, ensuring ongoing support for month-end accounting closing, reporting, and audit preparation.
- Support the development of user guides, procedures, and training materials.
- Train new users through one-on-one sessions or small group workshops to build confidence in system use.
- Document recurring issues and resolutions to contribute to a growing knowledge base and FAQ.

NetSuite Administration & Support

Assist with daily NetSuite administration by maintaining user access, performing routine updates, troubleshooting basic system issues, and supporting feature deployments to ensure smooth operations.

- Assist with the day-to-day maintenance, configuration and optimization of the NetSuite ERP.
- Create, update, and maintain user accounts, roles, and permissions.
- Assist with report and saved searches (queries) creation.
- Troubleshoot system errors and escalate issues when necessary.
- Perform routine data updates as needed.
- Troubleshoot integration errors and escalate issues when necessary.
- Participate in user acceptance testing (UAT) for system enhancements, upgrades, and integrations.
- Assist in documenting system changes and communicating updates and impacts to end users.
- Provide post-deployment support to ensure smooth adoption of new features or system updates.
- Track recurring system issues or enhancement requests and escalate trends to senior systems staff.
- Support end-users during a system/feature deployment.
- Contribute to continuous improvement of ERP and business workflows.

Solver Administration & Support

Support Solver administration by managing user access, assisting in report and template development, and troubleshooting data or configuration issues to ensure reliable budgeting and reporting.

- Create, update and maintain user accounts, roles and permissions.
- Assist in the design, testing, and rollout of Solver templates and reports.
- Create and test reports ranging from simple to medium complexity.
- Troubleshoot data, template, and configuration issues raised by staff.
- Support training efforts and assist in staff adoption of Solver for budgeting and reporting.
- Assist in troubleshooting integration errors and escalate as needed.

Journyx Timesheet Administration & Support

Assist with Journyx administration by maintaining PTO plans, user groups, and accruals while troubleshooting timesheet issues and supporting month-end data consolidation.

- Provide end-user support for timesheet submissions, leave balances, and error resolution.
- Perform basic troubleshooting of Journyx timesheet errors and escalate as needed.
- Maintain Paid Time Off (PTO) plans in accordance with local People & Culture policies.
- Record accrual adjustments as needed.
- Maintain and update Journyx group assignments as needed.
- Train and support Finance Managers and HR staff in Journyx usage.
- Report and troubleshoot integration errors and escalate as needed.
- Perform month-end timesheet data consolidation and closure.

Finance & General Support

Assist Finance with closing, reporting, and data analysis while providing troubleshooting and end-user support across NetSuite, Solver, Journyx, KProcure, and other business applications.

- Support for the month-end accounting close.
- Troubleshoot transaction import errors.
- Assist Finance with financial data analysis leveraging the reporting tools available within all the integrated systems (NetSuite, Solver, Journyx, KProcure) as needed.
- Assist with the administration and end-user support of other systems and applications as needed.
- Support data integrity, accuracy, and completeness across NetSuite and all integrated systems by assisting with reconciliations, validation checks, and routine data reviews.
- Assist with periodic user access and role reviews to support appropriate segregation of duties and internal controls.

Qualifications:

- Education: Bachelor's degree in information systems, accounting, finance, or related field; or equivalent experience.
- Experience: Minimum of 2-3 years of hands-on experience in ERP administration and support.
    - Experience supporting ERP systems in a multi-entity, multi-currency, or decentralized organizational environment strongly preferred.
    - Experience managing or supporting role-based access controls and finance workflows (e.g., GL, AP, AR, budgeting, procurement, or timekeeping).Basic accounting and financial data analysis skills.
- Familiarity with reporting and budgeting tools.
- Ability to extract, validate, and analyze system data to support financial reporting, reconciliations, and audits.
- Strong analytical skills and ability to troubleshoot complex problems.
- Basic familiarity with Artificial Intelligence tools.
- Proficient with MS Office Suite, especially Excel skills required, including pivot tables, lookups, and basic data analysis.
- Excellent interpersonal skills with ability to support diverse users at multiple levels of the organization.
- Strong written and verbal communication skills.
- Creative problem solver with flexibility and adaptability.
- Demonstrated ability to handle sensitive financial and personnel data with discretion and professionalism.
- Commitment to data privacy, confidentiality, and adherence to Helen Keller Intl policies, Code of Conduct, and safeguarding standards.
- Strong learning orientation with willingness to continuously adapt to new systems, tools, and organizational processes.
- Excellent written and spoken English required; proficiency in French is highly desirable.
- Ability and willingness to:
    - Align work schedule for at least 3 hours overlap during the working hours between 9 am – 5pm (Eastern)
    - flex working hours to accommodate multiple time zones, as needed.

Fairness, Belonging and Zero Tolerance to Abuse
As a member of the Helen Keller Family, each employee is expected to:
- Help to develop and maintain an environment that welcomes and develops a multi-cultural workforce with varied lived experiences and identities.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.
- Promote a safe, secure, and respectful environment for all members of Helen Keller family, stakeholders in general, and particularly for the communities we serve.

- Follow Helen Keller Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values, which include courage, integrity, rigor, and compassion.

Compensation

Helen Keller offers a comprehensive rewards package, including health and dental coverage, paid leave, and professional development. Specific offerings may vary by country in accordance with local laws.

The compensation for this position will be aligned with the local salary structure. Within the US, the full-time annualized range for this position is $61,670 to $86,330 with a midpoint of $74,000.

To Apply

Qualified candidates should submit a cover letter and resume to HKI.Recruitment@hki.org. Applications will be accepted until the position is filled.

In the spirit of the extraordinary ability and vision of our founder, Helen Keller Intl fosters an environment of fairness and belonging for our workforce.

Helen Keller Intl is an Equal Opportunity Employer. We are committed to the principles of equal employment opportunity for all employees and applicants for employment.

*Locations where Helen Keller is a registered employer: Bangladesh, Burkina Faso, Cambodia, Cameroon, Cote d'Ivoire, DR Congo, Guinea, Kenya, Mali, Madagascar. Mozambique, Nepal, Niger, Nigeria, Philippines, Senegal, Sierra Leone, Tanzania, and United States: (California, Colorado, Connecticut, District of Columbia (DC),Florida, Georgia, Hawaii, Louisiana, Maine, Maryland, Massachusetts, Minnesota, New Jersey, New York, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Texas, Vermont, Virginia Washington, and Wisconsin).