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Reports to: IT Product Manager

Department: IT/PMO

Classification: Exempt

Last Updated: 6/11/2021

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## **Job Summary:**

The Business Systems Analyst will be responsible for supporting and educating the users of our core business systems. They will assist the Product Manager in identifying and rolling out process and system enhancements and be a liaison between the business users and the development team. They will be responsible for research, analysis, and other projects in support of the Project Management Office.

## **Essential Functions:**

- Administer and maintain end user accounts and access rights.
- Ensure proper role-based security practices and controls are in place.
- Provide end user support and daily monitoring such as alerts, tasks, activity levels, EDI, etc.
- Troubleshoot issues to identify the root cause and resolve, escalate for development or to vendor technical support.
- Instruct users on functionality and how best to use the system.
- Work with vendors to resolve issues, address questions, or explore options.
- Coordinate and conduct user education and discussion sessions with new and existing employees.
- Recommend process and system enhancements to the Product Manager.
- Lead the evaluation, create requirements, test plan, and UAT plan for approved process and system enhancements.
- Liaison with the Development and IT team regarding system enhancements.
- Test and validate process and system enhancements in a test environment
- Responsible for UAT by identifying test scenarios and use cases and coordinating with business owners.
- Engage with business owners to build out and document process improvements. Ensure process documentation is maintained for system or process enhancement initiatives or when working with end users on support requests.
- Responsible for rollout of process or system changes by coordinating with the business owners and communicating to all impacted parties.

## **Job Qualifications:**

- Bachelor's degree in Information Technology, Business, or related field required.
  - 3+ years of experience as a business analyst or similar role required.
  - Or a combination of 7+ years of education and experience.
  - Ability to effectively communicate with business process owners, management, and technical staff.
  - Extremely organized with great attention to detail.
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- Ability to adapt to change and multi-tasking.
  - Excellent customer service skills.
  - Ability to learn quickly and to creatively solve problems.
  - Proficient with MS Office, with strong knowledge of Excel.
  - Application testing experience highly desired.
  - Experience working with ERP, CRM, or Marketing Automation systems desired.
  - Experience with or ability to learn SQL, VB, C++, C#, or other programming languages beneficial.
  - Knowledge of development lifecycle, from design and development to testing, implementation, user acceptance and production support.
  - Ability to work cross departmentally to develop and execute user acceptance testing.
  - Ability to act as a liaison between the technical staff and business to ensure all requirements are understood and are met.
  - Ability to define and manage complex data collection and analysis activities including conducting extensive source-to-target mapping exercises.
  - An understanding of business processes including experience mapping business processes, identifying process synergies, and gap analysis.
  - Experience training end users and creating process documentation.
  - Proven ability to provide end user support on systems, best practices, and processes.
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