
POSITION: Business Systems Analyst
LOCATION: TBD
CLASSIFICATION: Exempt
REPORTS TO: Director of Global IT

Position Description

The Business Systems Analyst will be responsible for the efficient, timely and appropriate implementation and support of business-related systems improve the Company's business processes and related efficiencies. This position requires expertise in analysis, design, implementation, support and training of Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and other related business systems. This position will work closely with the Director of Global IT and other internal customers to provide high-quality technology solutions that can be deployed globally. The overall objective is to identify and implement effective IT solutions to meet operational/business needs while balancing the site's needs and goals with company-wide initiatives and standards.

Principal Accountabilities

- Help key members of the business to implement and update new and existing systems to ensure they meet the needs of our internal and external customers
- Monitor, coordinate and perform unit testing and system testing to verify proper system function including the development of test cases and test plans to reduce the risk of errors
- Identify and implement business process improvements
- Manage IT project execution to ensure adherence to budget, schedule and scope
- Identify complex problems and review related information to develop and evaluate options
- Use logic and reason to identify strengths and weaknesses of alternative solutions to IT problems
- Manage data verification, data mapping and validation of data
- Perform data analysis, query writing, and report development
- Assign duties, responsibilities and spans of authority to outside IT consulting services
- Monitor and assess performance of outside IT consulting services
- Implement new services and projects related to business systems
- Create, modify, and audit user accounts related to business systems
- Monitor, coordinate and perform unit testing and system testing to verify proper system function
- Responsible for disaster recovery plan related to business systems
- Responsible for technical and user training of business-related systems
- Provide user support for new and existing business-related systems
- Ensure accurate and current documentation stored appropriately and readily available when needed
- Review/assist in preparation and maintenance of training materials, training schedules and/or documentation to support training of key personnel

Attributes

- Motivation to learn new technical skills and have good time management skills to handle concurrent projects and meet management objective deadlines
- Good trouble shooting skills, ability to focus on details and persistence
- Good communication skills
 - Effective listening skills for defining root cause business problems
 - Verbal and writing skill to communicate with supervisor and team members
 - Verbal and writing skills to translate technical language into business language

Education/Experience



- Bachelor of Science degree in Information Technology, Management Information Systems, Business or related field
- 5 Years' experience in a multi-site network environment preferred
- Experience with Backup/Recovery procedures preferred
- Working knowledge of MS Office, MS Exchange, Cyberquery, MSSQL and Progress preferred
- Working knowledge of databases, PowerPoint, Visio, Project, Excel, and word processing preferred
- QAD experience preferred

Working Conditions

- Periodic overnight travel required
- Ability to work extended hours as business needs dictate
- Office, shop floor

Job Description Acknowledgement: I have received, reviewed and discussed any questions I may have had about this job description prior to signing this form.

Printed Name: _____

Signature: _____

Date: _____