Position summary:
The BSA’s primary objective is to ensure proper functioning of business systems and customer facing online properties on a day-to-day basis. The second objective is to make recommendations for optimizing productivity as it relates to business systems processing. This includes resolution of system problems, project management of new system implementations, and management of software upgrades of current systems. The Business Systems Analyst (BSA) is expected to build system skills and capabilities within the departments. The BSA is the primary liaison between the end users and the Digital Solutions (DS) department and/or external system vendors. The focus will be on the customer facing online properties and the BSA will work with Marketing and Digital Solutions to ensure successful projects.

Minimum qualifications:
- BA/BS in MIS, Computer Science & Engineering preferred or the equivalent combination of education and progressively responsible work experience
- 5 years of recent experience in a Technical Business Analyst role
- Proven ability to manage concurrent assignments and to learn quickly in an environment where problems are ill-defined and span multiple functions
- Exposure to custom built web-based applications and integrations
- Ability to lead and work with various groups to resolve virtually all support issues
- Ability to plan system implementations and system upgrades with little supervision
- Skilled SQL programmer
- Experience writing code for data modification in a wide range of approaches that include stored procedures, SSIS, database functions and custom ad hoc queries/scripts
- Practiced troubleshooting in a web programming environment (HTML, AngularJS, .NET) a plus
- Ability to work with offshore teams to develop and write requirements, and see those projects to their completion

Position responsibilities:
- Identify, review, evaluate, develop and/or advise on high level technical questions/problems as required by the business units, vendors and/or internal developers. Construct data decomposition diagrams, provide data flow diagrams, and document process improvements and changes
- Identify, document and repair data related quality issues and patterns in a timely and thorough manner
- Direct and assist developers with designing, developing, documenting and testing custom, object-oriented .NET based applications in a web programming environment as needed
- Support day-to-day operation business systems. Providing first-line support for issues arising from use of the business systems. Activities include, but are not limited to, trouble shooting, resolving system outages
- Create and maintain system set up, design and architecture documentation. Ensure end user documentation is appropriately documented. Ensure users are adequately trained. Ensure business systems have a skilled network of key users
• Pro-actively identify opportunities for improvements in efficiency and effectiveness leveraging existing data, existing systems and new technology
• Adhere to the FAD system change process. Triage system problems/issues, log issues in Jira. Create System Change Requests (SCRs) for issues logged in Jira
• Participate in Management Information Systems (MIS) and Digital Solutions (DS) meetings with BSAs from other functional areas to ensure system change requests, new system implementations and upgrades are coordinated across all of FAD
• Direct and assist developers with designing, developing, documenting and testing custom, object-oriented .NET base applications as needed
• Identify, document and repair data related quality issues and patterns in a timely and thorough manner

**Reporting to this position:**
This position has no direct reports.

**Physical demands and work environment:**
*Physical* – The following physical demands are required with or without reasonable accommodation. While performing the duties of the job, employee is occasionally required to stand; walk; and sit for long periods of time. Use hands and limbs to handle objects, use computer and pick up no more than 15 lbs. Employee must be able to talk; hear; reach with arms; use fine motor skills. Employee must have color vision; distance vision; close vision; peripheral vision; depth perception and the ability to adjust focus.
*Work* – Work environment noise level is minimal

**General sign-off:** The employee is expected to adhere to all company policies.

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

I have read and understand this explanation and job description.

Signature: __________________________________________ Date: ___________________