

Business Systems Analyst

Job Summary

The Business Systems Analyst bridges business processes, people, data, reporting, and systems by defining business requirements, analyzing current-state and future-state workflows, identifying data and reporting impacts, and preparing system-enabled changes for successful implementation.

The role supports ERP, CRM, reporting, automation, Microsoft 365, SharePoint, Power Platform, and other business system initiatives by ensuring that business needs are clearly defined, validated, prioritized, and ready for build, testing, and adoption.

The role owns business-side requirements, workflow analysis, acceptance criteria, user acceptance support, readiness assessment, and adoption requirements for approved system-enabled changes.

EDUCATION / KNOWLEDGE / SKILLS

- 3 to 7 years of experience in business analysis, systems analysis, operations, process improvement, or related roles in a manufacturing or cross-functional business environment preferred.
- Bachelor's degree in Business, Engineering, Operations, Information Systems, or a related field, or equivalent experience.
- Experience working with CRM, ERP, Microsoft 365, SharePoint, Power BI, Power Apps, Power Automate, workflow, reporting, or automation tools preferred.
- Working knowledge of SQL concepts, database structures, and API integration concepts is preferred, with the ability to understand system connections, data relationships, reporting logic, and technical impacts when defining business requirements.
- Strong understanding of business processes, operational workflows, handoffs, system impacts, data flow, reporting needs, and source-system dependencies.
- Ability to define business requirements, functional requirements, acceptance criteria, data requirements, reporting logic, workflow impacts, and readiness needs.
- Understanding of KPI definitions, data structures, validation requirements, data ownership, data quality controls, and reporting governance.
- Experience supporting user acceptance testing, implementation readiness, adoption planning, and post-launch issue resolution.
- Strong facilitation, questioning, documentation, communication, analytical, and structured problem-solving skills.
- Ability to work cross-functionally without direct authority while maintaining attention to detail, clear documentation, and practical business judgment.

RESPONSIBILITIES

- Elicit, document, validate, and structure business requirements across departments.

- Translate approved business needs into clear functional requirements, workflow needs, data requirements, reporting needs, acceptance criteria, and user interaction requirements.
- Map and analyze current-state and future-state workflows where system, data, reporting, app, automation, or process-change impacts exist.
- Support business-side intake by screening requests for duplicate work, unclear ownership, dependency conflicts, readiness gaps, data impacts, and cross-functional alignment.
- Coordinate with functional leaders and process owners to confirm business rules, workflow handoffs, ownership, adoption needs, and final decision points.
- Define reporting requirements, KPI logic, source systems, data definitions, ownership expectations, validation needs, and data quality concerns before dashboard or report development.
- Partner with Solutions Technologists, IT, and other technical resources so approved reports, apps, workflows, automations, and system changes are built from validated requirements.
- Support ERP, CRM, Microsoft 365, SharePoint, Power Platform, workflow, reporting, and automation initiatives as assigned.
- Support user acceptance testing by defining test scenarios, coordinating business validation, documenting defects, and confirming delivered solutions against approved requirements.
- Support implementation readiness by identifying training needs, communication inputs, stakeholder impacts, adoption risks, process changes, and post-launch support needs.
- Support training readiness by identifying affected users, documenting process and system changes, preparing business inputs for training materials or work instructions, and confirming training needs with process owners before implementation.
- Maintain requirements documentation, workflow documentation, decision records, readiness checklists, and related business systems documentation.
- Escalate unresolved business decisions, unclear ownership, conflicting requirements, data quality concerns, system-fit risks, or adoption readiness gaps through the appropriate governance path.

Salary \$85,000 to \$110,000 Annually