



Position Title:	Business Systems Analyst
Reports to:	Team Lead – Information Technology
Business Unit:	Information Technology

Position Summary

Reporting to the Team Lead – Information Technology, the **Business Systems Analyst** is responsible for the analysis, design, and implementation of business software systems. In this role, the Business Systems Analyst must take part in the implementation of application and data-related software solutions to meet business opportunities and challenges. The Business Systems Analyst must also effectively communicate relevant details of complex technical and business logic processes to all levels of the organization in written, oral, and presentation formats. This individual will act as a change agent to champion new ideas and business solutions towards achievement of the organization’s financial and strategic goals.

Job Functions

Essential Responsibilities:

- Directly and with other members of the Business Unit/organization, analyze, design, implement and test Enterprise application and data related software solutions to meet the strategic objectives of the organization
- Research and recommend solutions related to business process, application and/or data related issues
- Develop effective relationships with representatives of the organization’s Business Units to ensure software solutions effectively meet business needs and strategic initiatives
- Facilitate and negotiate to arrive at business process and/or business system solutions with internal customers and external business partners
- Work effectively with third-party vendors of software and services to coordinate and manage implementation tasks
- Develop and document application design and/or change specifications
- Recommend, apply and follow software implementation best practices
- Develop and execute plans to implement application updates or replacements
- Monitor and stay current in the evolving fields of data modeling, retail industry software, industry best practices, and Information Technology and business management best practices

Secondary Responsibilities:

- Participate with other Information Technology staff in a team environment to achieve IT departmental objectives. Follow NSLC IT policies and protocols. Recommend and execute improvements to NSLC IT practices.
- Act to ensure the smooth transition of implementation to operations
- Transfer knowledge to other Business Systems Analysts in areas of technology and business process
- Manage change to Business Units associated with software implementation. Develop and deliver impact assessments, training materials, communications and presentations.
- Identify opportunities for improvement related to business process and technology
- Other related duties and responsibilities as assigned; occasional travel within and outside the province as required



Qualifications

Knowledge, Skills and Abilities:

Knowledge

- Strong knowledge of effective testing techniques and strategies
- Strong knowledge of effective strategies for investigation, analysis and resolution of data and business process related problems
- Strong knowledge of data analysis techniques
- Current knowledge of IT industry trends, concepts, standards and practices
- Knowledge of SDLC practices
- Knowledge of business process modeling techniques
- Knowledge of role-based application security concepts
- Knowledge of software architecture concepts

Skills

- Very strong written, verbal and presentation communications skills. Ability to communicate complex technical concepts to a business audience.
- Strong problem solving and analytical skills
- Strong documentation/flow charting skills
- Software logic design skills
- Facilitation skills, to arrive at solutions when working with a varied group of stakeholders

Abilities

- Establish and maintain effective working relationships
- Apply and share knowledge and expertise effectively
- Exercise sound judgment in demanding situations
- Manage multiple priorities in an environment of significant organizational change
- Work effectively in both a team environment as well as independently

Education and Experience:

Required

- University degree or equivalent in Information Technology with a business software focus
- Minimum of 5 years' experience with application of Information Technology (software) concepts in a business context
- Hands-on experience in the following in a software implementation context: requirements gathering and documentation, business process mapping, test planning and execution, stakeholder group facilitation
- Working experience in an ERP-based business software context
- Experience in software and data troubleshooting and problem resolution in a business support context

Preferred

- Hands-on experience in any of the following in an applied business context: data analysis, system-to-system interface design and development, software architecture design, and software implementation.
- Working experience with a current version of SAP ERP software
- Knowledge related to retail industry trends and concepts
- Demonstrated continual educational improvement in the related disciplines
- Knowledge of data modeling concepts
- Experience in Retail or Supply Chain business areas

A combination of education and experience may be considered equivalent.