



IT0010
07/25/2018

Job Title: Business Solutions Analyst

Shift:

Department: Information Technology

Location:

Reports To: IT Solutions Director

FLSA Status: Exempt

Position Purpose

- Works as a highly technical business partner in the assigned area of the business to understand processes, requirements, and opportunities for improvement. Anticipate business and customer IT solutions needs. Gather requirements and evaluate existing IT solutions, available third party solutions, and internally developed solutions. Recommend appropriate IT solutions, assist with implementation, and provide ongoing technical support.

Essential Duties & Responsibilities

- Establish and maintain strong working relationships with assigned business partners to fully understand business process, challenges, and anticipate IT needs
- Assess needs and requirements to determine appropriate IT solution: ERP, third party, or internally developed
- Stay current on third party IT solutions
- Act as the primary IT agent keeping current with applicable upgrades and enhancements throughout solutions life cycles
- Application configuration, data conversion support, and implementation as required
- Facilitate consistent use of ERP and other solutions throughout organization
- Document and test IT use cases/work instructions of all solutions to confirm they meet the need and satisfy the requirement
- Train super users on IT solutions to train further throughout the corporation
- Support organization to identify ongoing opportunities for improvement

Knowledge / Skills / Abilities

- Ability to work effectively in groups
- System implementation experience desired
- Self-starting, ability to work without direct supervision, managing own workload while asking for help when needed
- Expertise in translating business needs into IT solutions within a manufacturing environment
- Exceptional customer service orientation
- Demonstrated ability to work as a highly technical IT business partner with all levels of the organization
- Strong analytical thinker and problem solver
- Strong understanding of all manufacturing and operational principles in a manufacturing environment
- Excellent written and verbal communication skills
- Act as liaison between IT and functional business partners
- Ability to work effectively across functional areas, across locations, and across all levels of the organization.

Qualifications / Prior Experience

- Bachelor's Degree in Business Management, Industrial Technology, or Engineering.
- Any combination of experience and education will be considered
- Minimum of 3 Years in a manufacturing environment.in areas such as: Production, Quality, Engineering, Warehouse, Continuous Improvement
- Strong understanding and experience in Purchasing and Materials flow.
- Experience working with remote and/or multiple sites helpful
- Exposure to international operations.
- Microsoft Office Suite

Work Environment / Other Requirements

- Must be able to use normal office equipment (scanner, printer, copier, computer)
- Periodic Domestic & International travel required
- Must be able to talk/hear/sit for prolonged periods of time
- The work performed is conducted in a climate-controlled facility with moderate noise levels that are within OSHA limits