

Job Description

Job Title: Analyst, Systems III
Reports to: Manager, Systems Analyst, Applications and Software Development
FLSA Status: Exempt
Department: ENG-IT/OSS/Application-Development

Summary:

The Systems Analyst III leads efforts to gather and analyze data, provide guidance to other staff, make recommendations for automated application processes, and assist with work flow and business needs. They will help build and implement processes and documentation of requirement management within the project lifecycle. They will be supporting enterprise-wide application systems with responsibilities including but not limited to defining and documenting processes, implementations, customizations, creating systems interfaces and integrations documentation, debugging and troubleshooting application issues on a daily basis.

Duties and Responsibilities:

Essential duties and responsibilities include but are not limited to those listed below:

- Work closely with multiple groups within the organization to examine existing business models and flows of data, document and present findings and design an appropriate improved IT solution; acting as the liaison between the business and the developers.
- Develop processes and documentation for the Systems Analyst role within the project lifecycle.
- Provide technical expertise and recommendations in assessing new IT software projects and initiatives to support, enhance, and improve efficiency of business processes.
- Write technical procedures and documentation for the applications including diagramming, operations manuals, user guide, etc.
- Assist in the creation of the system design and functional specifications for all new development projects.
- Serve as a liaison and facilitator with the business units to assist in addressing and resolving IT software issues while providing assistance and advice to business users in the effective use of applications and technology.
- Serve as key SME (Subject Matter Expert) to the Application Development Managers as well as other parts of the organization for internal IT, 3rd-party, and cloud application deployments.
- Troubleshoot and manage issues lists pertaining to deployed application systems as well as perform tuning, configuration, monitoring, and security administration.
- Work closely with the Application Development managers on current production system changes or upgrades to resolve problems and improve processes or systems
- Investigate and resolve application functionality related issues and provide assistance with troubleshooting.
- Assist in managing outsourced relationships for 3rd party application development and programming consultants as well as a liaison to the vendors for extended problem resolution, license maintenance, and support agreements.
- Prioritize efforts and delegates activities appropriately as well as use analytical experience to consult end users with the overall objective of improving the use of

application systems functionality, i.e., enhance work flow, optimize business processes, and identify appropriate systems solutions.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be comfortable in rapidly changing and sometimes ambiguous work situations. Keen attention to detail and complex problem solving abilities from an operational and technical perspective. Ability to work independently and engage manager as needed.
- Exceptional verbal and written communication skills
- Experience with multiple SDLC methodologies (Waterfall, Agile)
- Deep understanding of System Requirements, Use Cases and UML Diagramming
- Ability to lead requirements analysis and verification, ensuring that requirement statements are complete, consistent, concise, comprehensible, traceable, feasible, unambiguous, and verifiable, and that they conform to standards.
- Must be able to manage changes to requirements through effective application of change control processes and tools.
- Ability to participate in peer reviews and inspections of requirements documents.
- Must be able to define quality attributes, external interfaces, constraints, and other nonfunctional requirements.
- Can conduct tests or test planning sessions, provide input for feasibility, and prepares user documentation and follow-up evaluation.
- Must have strong interpersonal skills, and the ability to help negotiate priorities, and to resolve conflicts among project stakeholders (such as customers, product management, and engineering).

Education/Experience:

- Bachelor's degree or equivalent certification or related experience within multiple tiers of an IT organization
- 8+ years of experience with technical implementations of application development projects.
- Strong understanding of business process and data modeling, data structures, use case, user story development and test case development is required.
- Experience with enterprise integration tools.
- Cable/telecommunication experience strongly preferred.

Computer Skills:

Fundamental knowledge of standard desktop business applications and tools.

Physical Demands/Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- regularly required to talk and hear

- required to use hands to type, handle objects and paperwork
- required to reach and hold on to items at chest level or reach above the shoulder
- required to use close vision and be able to focus
- some travel may be required