Job Description:

**Business Systems Analyst**

**Job Title:** Business Systems Analyst  
**Department:** IT/IS  
**Reports To:** VP of Operations  
**FLSA Status:** Exempt

**Summary:** The Business Systems Analyst is responsible for the support, maintenance, installation, and configuration of information technology infrastructure; analysis, implementation, and improvement of Information Systems that support business processes, objectives and strategies.

**Essential Duties and Responsibilities**

**Programming**
- Analyzes Information Systems, methods and procedures and makes recommendations concerning the feasibility and benefit of revising existing programs or integrating new applications and software.
- Provides an analysis of Information flow between internal users, computer systems, clients, and vendors.
- Codes, tests, debugs, documents, validates and installs modified and new applications.
- Gathers requirements. Reviews, analyzes, and evaluates business systems and user needs.

**Systems Maintenance**
- Monitors programs for expected performance and responds to errors and emergency problems.
- Monitors changes to the business process to assure the proper integration of the business applications within authority level granted by VP of Operations.
- Implements data models, database designs, data access and table maintenance.
- Takes independent action to correct problems encountered during systems operations (fix bugs) within authority level granted by VP of Operations.
- Maintains up-to-date knowledge of computer operation procedures and operating standards.
- Recommends upgrades, patches, and new applications and equipment.
- Installs new software releases and system upgrades, evaluates and installs patches, and resolves software related problems.
- Produces procedural and design documentation as required.

**Network Support**
- Develops, implements, administers, and maintains policies and procedures for ensuring the security and integrity of the company database.
- Resolves database performance and capacity issues, and replication and other distributed data issues.
- Sets up, configures, and supports internal and/or external networks.
- Develops and maintains systems, applications, security, and network configurations.
- Troubleshoots network performance issues.
- Maintains, analyzes, troubleshoots, and repairs computer systems, hardware and computer peripherals.
- Documents, maintains, upgrades or replaces hardware and software systems.
- Performs system backups and recovery.

**Supervisory Responsibilities**
This job has no supervisory responsibilities.
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Competencies - To perform the job successfully, an individual should demonstrate the following competencies:

- **Technical** - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Communication** - Remains open to others' ideas and tries new things. Listens and gets clarification; Responds well to questions.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.
- **Motivation** - Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence. Able to work independently and enjoys autonomy where appropriate.
- **Professionalism** - Treats others with respect and consideration regardless of their company status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Innovation** - Generates suggestions for improving work.

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.

**Education and/or Experience**

Requires a bachelor's degree in a related area and/or at least 2 years of experience in the field or in a related area.

**Certificates, Licenses, Registrations**

No additional requirements

**Physical Demands**

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.

While performing the duties of this Job, the employee is regularly required to sit at a desk for 8 hours a day; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and talk or hear. The employee must occasionally lift and/or move up to 15 pounds.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Typically, the employee will work in an office environment; however, they will be in the manufacturing area occasionally. While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate to quiet.

See Document Change Request file for document approval and revision history.

Document approver for this document:
- VP of Human Resources
- VP of Operations