



KONDEX CORPORATION POSITION DESCRIPTION

POSITION TITLE: Business Systems Analyst
DATE: October 26, 2021
REPORTS TO: Information Systems Leader

POSITION PURPOSE/MISSION: As a member of KonDEX's Information Systems team, the Business Systems Analyst is a key contributor to the company's success by analyzing business processes, reviewing ERP system design, and working with key stakeholders across all business functions to align technology solutions with business strategies to improve decision making and organizational productivity. This position will support the implementation of a new ERP system to include business process mapping, documentation, training, evaluation of 3rd party software solutions, Independent Software Vendors, and oversee acceptance testing of new system applications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Analyze current business processes and make recommendations to improve ERP system knowledge and utilization.
2. Analyze and recommend technology to match up to business requirements.
3. Support all aspects of an ERP implementation, documentation, training, and on-going troubleshooting.
4. Identify and implement ways to enhance reports and data analysis.
5. Identify and analyze user requirements, procedures, and problems to improve existing work processes.
6. Lead business requirement activities and transfer knowledge to the implementation and development teams.
7. Prepare accurate and detailed requirement specification documents and functional specification documents for training users and archiving critical system set-up details.
8. Review and recommend third party applications to fulfill business needs.
9. Collaborate with KonDEX Information Systems team in an Agile/Dev Ops environment.
10. Develop an understanding of the best practices within manufacturing and engineering ERP solutions.
11. Support change management initiatives.

QUALIFICATION REQUIREMENTS:

Minimum Technical Qualifications:

1. Bachelor's degree in Information Technology, Business Administration, or related discipline.
2. Three or more years of experience working with end users in a formal Business Analyst role, in requirements gathering, analysis, application design and testing.
3. Three or more years of ERP related experience.
4. Demonstrated ability to analyze, optimize and document complex business processes from "quote-to-cash" within a manufacturing environment.
5. Prior experience analyzing data to look for insights and trends.

6. High degree of technical expertise in ERP systems.
7. Strong interpersonal, collaboration and team skills.

Preferred Qualifications:

1. Five or more years of experience in a similar role.
2. Prior experience with ERP selection, start-up, and maintenance.
3. Prior experience with CRM, CMMS, and other software systems.
4. Certified Business Analysis Professional (CBAP) and other technical certifications.

Required Behavioral Competencies:

1. Active Communications
2. Adaptability
3. Initiative & Energy
4. Learning Agility
5. Organizing & Planning
6. Problem Solving & Decision Making
7. Results Orientation

POSITION CHALLENGES:

- Ability to quickly respond to never-before-seen systems issues.
- Must be available to be on-site off hours for planned or emergency events.

SUPERVISION EXERCISED:

- None

PRIMARY INTERNAL ORGANIZATIONAL RELATIONSHIPS:

- Collaborate, coach, facilitate, and communicate with team members across all aspects of Kondex's business operations.

PRIMARY EXTERNAL ORGANIZATIONAL RELATIONSHIPS:

- Outside service providers and customer systems interface contacts.

CULTURE: Believes and demonstrates Kondex Values & Beliefs

Key Values:

1. Honesty and Integrity
2. Trust
3. Humility
4. Ethical
5. Safety and Wellness

Key Beliefs:

1. Common Direction
2. Personal Involvement
3. Open Communications
4. Personal Development
5. Respect and Compassion
6. Recognition

TRAVEL: Minimal