



Position:	Business Analyst	Department:	Information Technology
Classification:	Exempt/Salary	Reports To:	Director of IT & Support
Date Created:	2/20/23	Last Revised:	4/21/25

Job Overview:

The Business Analyst, under the general supervision of the Director of IT & Support, supports and manages company and departmental initiatives related to (1) analysis, (2) project management, and (3) process formalization. This role will also assist in identifying opportunities to improve or automate reports and workflows, analyzing business data to inform decision-making, and assisting with a variety of IT-related projects.

Essential Functions:

1. Analysis:

- Creates project-based and ad hoc reporting and analysis to support departmental operations and overall business objectives.
- Supports the development, tracking, and analysis of budgets, metrics, forecasts, and other financial tools as needed.
- Demonstrates and maintains proficiency with Business Intelligence tools to communicate data effectively and support others in doing the same.
- Using complex business logic, clearly interprets findings and effectively communicates them to employees across all levels of the organization.

2. Project Management:

- Identifies opportunities to create efficiencies, automate reporting and enhance data insights; assists in related implementation efforts.
- Facilitates the planning, communication, execution, and documentation of IT-related projects.
- Collaborates with external vendors and contractors as necessary to ensure project success.
- Maintains project tracking systems, documentation, and follow-up processes.
- Implements improvements in data processing, workflow, training, and documentation.
- Assists with and coordinates ongoing Electronic Data Interchange (EDI) projects as needed.

3. Process Formalization:

- Develops and maintains documentation for standard operating procedures for IT-related processes.
- Creates, delivers, and manages training materials to internal users.

Additional Responsibilities:

1. Collaborates with the IT team and other members of the business on various projects and initiatives.
2. Serves as the IT liaison for various corporate projects and initiatives, as assigned or necessary.
3. Assists as back-up for technical functions as they related to process and data integration.
4. Assists and serves as IT liaison for various corporate projects and initiatives.
5. Performs other related duties as required or directed.

Knowledge, Skills, and Abilities:

1. Ability to learn and effectively use company-specific computer systems.
2. Ability to perform varied types of data entry and transactions into screens and applications of the NCR/Retalix Power Enterprise ERP system, or other desktop/server applications, including IBM AS/400.
3. Strong English language aptitude, including the ability to communicate effectively verbally and in writing.
4. Strong communication skills, including the ability to understand the needs and responsibilities of others, and factor such into the timely communication of work issues to others that have a need to know.
5. Ability to cooperate and communicate effectively with others in order to understand and meet their operational needs.
6. Ability to perform work within timeframes, with attention to detail and a high level of accuracy.
7. Working knowledge of Microsoft Office products, including Excel.
8. Working knowledge and/or ability to learn programming basics (examples: VBA, HTML, SQL, PHP, etc)
9. Ability to train others in basic computer operating procedures.
10. Ability to stay current with key business trends, metrics and techniques used to analyze them.
11. Maintains up-to-date knowledge of IT technologies and related training.

Education/Experience (Preferred Minimum Qualifications):

- a. Possession of a Bachelor's degree from an accredited college or university in the areas of data analysis, project management, statistics, or a related field.

OR

- b. The possession of a Bachelor's degree from an accredited college in any area *AND* at least two (2) years of experience working in an analytical role.

Licenses/Certifications/Special Requirements:

1. Must take and pass a pre-employment drug test.
2. Subject to random and reasonable suspicion drug and alcohol testing.

Physical Requirements:

Requirement	8 Hour Schedule	10 Hour Schedule	As % of Time
Limited	0 – 1 hour	0 – 1 hour	Less than 1%
Occasionally	1 – 2 hours	1 – 2.5 hours	Equals 1% to 25%
Frequently	3 – 4 hours	2.6 – 5 hours	Equals 26% to 50%
Repeatedly	5 – 6 hours	5.1 – 7.5 hours	Equals 51% to 75%
Continuously	7+ hours	7.6 + hours	Equals 76% to 100%

Activity	Duration
<i>Sustained Postures</i>	
Sit:	<i>Repeatedly</i>
Stand:	<i>Occasionally</i>
Walk:	<i>Occasionally</i>
<i>Intermittent Activity</i>	
Bend:	<i>Limited</i>
Kneel/Squat:	<i>Limited</i>
Climb Stairs:	<i>Limited</i>
Crawling:	<i>Limited</i>
Overhead Reach:	<i>Limited</i>
Typing/Keyboard	<i>Repeatedly</i>
Vehicle Operation:	<i>Limited</i>
PPE/Special Clothing:	<i>Limited</i>

Activity		Duration
Repetitive Use of Hands/Wrists		
Grasp:		Frequently
Push/Pull:		Limited
Fine Manipulation:		Limited
Material Handling		lbs.
Lift:	0 – 80 lbs	Limited
Carry:	0 – 80 lbs	Limited
Push:	0 – 80 lbs	Limited
Pull:	0 – 80 lbs	Limited
Miscellaneous		
Exposure to Heights:		Limited
Exposure to Packaged Chemicals:		Limited
Exposure to Temperature Contrasts:		Limited