



Position Title: Business Systems Analyst

Department: Network Engineering

Location: Anchorage

FLSA: Exempt

Reports To: Network Engineering Manager

Approved By: Jens Laipenieks

Revision Date:

Effective Date: 11/15/2016

Position Description

The Business Systems Analyst (BSA) will serve as the liaison between the computer system providers and end user community (employees). The ideal applicant will have a background in both system analysis and the business of telecommunications. The BSA will evaluate and coordinate system upgrades and communicate changes with system users in an efficient manner that will positively impact operational effectiveness. The BSA will lead cross-functional teams for continuous improvement efforts related to applications, systems and technology changes. The BSA will facilitate monthly user meetings and work with users to identify problems, potential enhancements and to ensure functionality of business systems upgrades. This position supports ASTAC in improving how it conducts necessary functions and activities to reduce costs, provide efficient use of resources and enhance the customer experience.

Principle Accountabilities

- Understand ASTAC's enterprise applications, their features and capabilities, and how they are linked to form the technology infrastructure.
- Proactively work with external technical support to troubleshoot reported issues, maintain defect reports, and escalate as necessary to achieve business needs.
- Improve existing systems and processes by understanding current practices and designing modifications.
- Support internal stakeholders by researching and recommending 3rd party solutions and applications.
- Perform in a project management role to implement application changes, upgrades and new enhancements.
- Provide training and demonstration of new system functionality prior to upgrades; assist with updates to process documentation resulting from system upgrades.
- Build and maintain stakeholder relationships, including business partners, users, customers, vendors, managers and executives.
- Lead cross-functional teams for continuous improvements efforts related to applications, systems and technology changes.
- Facilitate system user group meetings, review, evaluate and prioritize user requests for system modifications and develop recommended action/alternatives to group.
- Ensure the user documentation sufficiently describes work instructions and operating procedures.



- Attend vendor conferences and participate in user groups to drive the direction of ASTAC's enterprise applications and stay abreast of new technology directions.
- Continue to develop professionally through professional association memberships, certifications, and training resources, including books, webinars, online communities, online libraries, online and traditional classroom training and conferences.
- Other projects and duties as assigned.

Knowledge, Skills, and Abilities

- Work independently in complex situations and tasks.
- Understand the application development lifecycle.
- Excellent communications skills (both verbal and written) and the ability to interact professionally with a diverse group of people, including, business partners, users, vendors, customers, managers and executives.
- Strong listening and analytical skills are required to determine customer (system user) needs and requests.
- Strong facilitation skills are required, both in person and via teleconference or videoconference.
- Ability to make sound decisions with the information at hand, with the end goal of customer satisfaction.
- Project lead and project management experience.
- Well organized, with attention to detail.
- Excellent organizational skills allowing to manage multiple projects simultaneously.
- Exhibits intellectual curiosity and the ability to questions users.
- Valid Driver's License.

Education and Experience Required

- Bachelor degree in Computer Engineering, A.A.S. degree in Applied Business with a Computer Application focus, or related field. College coursework and/or work experience may be substituted for a degree.
- Telecommunications industry experience is preferred.
- 5+ years of experience working with enterprise applications with at least 3+ years at a business systems analyst level.
- Should be a self-starter with the ability to multi-task and work independently on a variety of assignments with people at all levels of the organization.
- This position requires experience researching, developing, implementing, monitoring and analyzing results of complex management information systems.



Acknowledgement

I have reviewed and understand the Position Guide and believe it to be accurate and complete. My acknowledgement below indicates I am fully aware that my adherence to the terms of this Position Guide will be a major element of all future evaluations. I also agree that my Manager, the General Manager and the Board of Directors retain the right to change this Position Guide at any time.

Employee

Supervisor

Note: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.