



Sr. Business Systems Analyst

Department: Customer Service

Location: Anchorage

FLSA: Exempt

Reports To: Chief Services Officer

Approved By: Chief Executive Officer

Revision Date: 4/1/2022

Effective Date: 4/1/2022

Position Description

- Professional Business Systems Analyst (BSA) will serve as the liaison between the system providers and system users. The ideal applicant will have a background in both system analysis and experienced in the telecommunications industry.

Principle Accountabilities

- Evaluate and coordinate system upgrades and communicate changes with system users in an efficient manner that will positively impact operational effectiveness
- Lead cross-functional teams for continuous improvement efforts related to applications, systems, and technology changes
- Facilitate monthly user meetings and work with system users to identify problems, potential enhancements and to ensure functionality of business systems upgrades
- Improve function use and activity to reduce costs, provide efficient use of resources, and enhance the system user experience
- Improve systems utilization by studying current practices and designing modifications
- Determine operational objectives by studying business functions, gathering information, evaluating output requirements and formats
- 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 develop processes by understanding current practices and designing modifications
- Support system users 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
- Maintain system protocols by writing and updating procedures, ensuring documentation sufficiently describes work instructions and operating procedures
- Provide desk support and training users
- Recommend controls by identifying problems



- Follow and enforce all company internal controls to ensure financial integrity and audit compliance, working closely with Chief Financial Officer (CFO)
- Prepare technical reports by collecting, analyzing, and summarizing information and trends
- Define project requirements for new functionality introduced by system provider by identifying project milestones, phases, and elements, forming project team, and establishing project budget
- Monitor project progress for implementation of new functionality by tracking activity, resolving problems, publishing progress reports, and recommending actions
- 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
- Maintain user confidence and protect operations by keeping information confidential
- Attend vendor conferences and participate in user groups to drive the direction of ASTAC's enterprise applications and stay abreast of new technology directions
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, participating in professional societies

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
- Ability to meet deadlines
- Proficient with MS Office Word and Excel.
- Excellent knowledge of fundraising information sources.
- Valid Driver's License



Education and Experience Required

- Bachelor’s degree in computer engineering, AAS degree in Applied Business with a Computer Application focus, or related field College coursework, job related certifications, and/or work experience may be substituted for a degree
- Telecommunications industry experience is preferred
- PMP certificate preferred
- 10+ years of experience working with enterprise applications with at least 5+ years at a business systems analyst level
- 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	Date	Supervisor	Date

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.