Business Analyst, ERP and Supporting Software

Job Description

BiRite Foodservice Distributors is a third generation, family-owned company that offers you a Complete Food Service Solution. We offer unsurpassed service to local restaurants, hotels, caterers, and Tech companies throughout the greater Bay Area. Since 1966 we have focused on being the best foodservice partner in the Bay Area**.**

The Business Analyst's role is to help guide businesses in improving processes, products, services and software through data analysis.The Business Analyst will also apply proven communication, analytical, and problem-solving skills to help the business make good technology decisions. The Business Analyst will report to the Director of Information Services.

Major Duties and Responsibilities

Strategy & Planning

- Collaborate with project sponsors to determine project scope and vision.
- Conduct interviews to gather user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods.
- Research, review, and analyze the effectiveness and efficiency of existing requirements-gathering processes and develop strategies for enhancing or further leveraging these processes.

Acquisition & Deployment

- Assist in conducting research on software and hardware products to meet agreed upon requirements and to support purchasing efforts.
- Participate in the QA of purchased solutions to ensure features and functions have been enabled and optimized.
- Participate in the selection of any requirement documentation software solutions that the organization may opt to use.

Operational Management

- Analyze and verify requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards.
- Develop and utilize standard templates to accurately and concisely write requirements specifications.
- Translate conceptual user requirements into functional requirements in a clear manner that is comprehensible to developers/project team.
- Where applicable, develop prototypes of interfaces and attributes based on the user requirements.
- Create process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.
- Develop and conduct peer reviews of the user and business requirements to ensure that requirement specifications are correctly interpreted.
- Manage and track the status of requirements throughout the project lifecycle; enforce and redefine as necessary.
- Communicate changes, enhancements, and modifications of business requirements– verbally or through written documentation – to team members and staff.

Qualifications

- Bachelor's degree in Computer Science, Information Technology or a related field, *preferred*
- Minimum of 3 years of experience working as a Business Analyst in an I.T. department with a focus on ERP system implementation and support.
- Strong analytical and problem-solving skills, with the ability to understand complex business processes and translate them into clear, actionable requirements.
- Excellent written and verbal communication skills, with the ability to communicate effectively with both technical and non-technical stakeholders.
- Solid understanding of ERP systems and their underlying technologies, including but not limited to database design, data analysis, and software development methodologies.
- Experience working in an Agile development environment is a plus.
- Strong project management skills and the ability to manage multiple projects simultaneously.
- Able to exercise independent judgment and take action on it
- Strong customer service orientation.

Knowledge & Experience

- Demonstrated knowledge of the organization's core business process and operations.
- Experience overseeing the design, development, and implementation of software and hardware solutions, systems, or products.
- Ability to create systematic and consistent requirements specifications in both technical and user-friendly language.
- Exceptional analytical and statistical skills with the ability to apply them to systems issues and products as required.
- Clear understanding of product management and market placement.
- Demonstrated project management skills and project management software skills, including planning, organizing, and managing resources.
- Understanding of application development and software development life cycle concepts.
- Working technical knowledge of programming language, network and PC operating systems.
- Excellent understanding of the organization's goals and objectives.

Work Conditions

- Sitting for extended periods of time.
- Dexterity of hands and fingers required to operate a computer keyboard or mouse, and to handle other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.
- Location: On-site

Salary Range: $85k - $100k per year DOE

SCHEDULE:

- Monday- Friday, occasional evenings and weekends (exempt)

Benefits:

- **401(k)**
- **401(k) matching**
- **Dental insurance**
- **Health insurance**
- **Health savings account**

- **Life insurance**
- **Paid time off**
- **Vision insurance**

BiRite IS AN EQUAL OPPORTUNITY EMPLOYER