

POSITION DESCRIPTION

CLEARFIELD, INC.

POSITION TITLE: IT Business Analyst

POSITION OBJECTIVE:

Perform detailed requirements analysis, process documentation, solution design, solution configuration, and user acceptance testing for Clearfield's primary enterprise applications (ERP, CRM, PLM, reporting).

POSITION RESPONSIBILITIES:

1. Evaluate business processes, anticipate requirements, uncover areas for improvement, and develop plans for implementation while ensuring solutions meet business needs and requirements.
2. Lead the implementation of system enhancements including project management and management of outside vendors.
 - Perform process requirements analysis and mapping requirements to solution capabilities.
 - Update, implement and maintain procedures and solution configuration documentation.
 - Coordinate and perform user acceptance testing.
 - Create user documentation and provide training.
3. Provide functional support to local and remote employees in the use of enterprise business applications (ERP, CRM, PLM, reporting).
4. Provide backup to technical infrastructure and help desk teams to provide support coverage for user community.
5. Support and maintain business applications, including basic system administration (security, batch job monitoring, troubleshooting)

POSITION REQUIREMENTS:

- Bachelor's degree in business or related field
- Minimum of five years experience in applications business analysis or a related field
- ERP application experience required (MS Great Plains, Dynamics CRM preferred)
- Experience writing MS SQL queries and developing views and reports
- Experience with middleware integrations (Tibco Scribe preferred)
- Project management skills demonstrated by experience leading and supporting successful projects

Desired Behaviors:

- Excellent customer service, written and verbal communication skills
- Exceptional analytical and conceptual thinking skills.
- Willingness and ability to learn and provide basic support for technical infrastructure platforms and skills (e.g. virtualization, Active Directory, networking)
- Ability to influence stakeholders and work closely with them to determine acceptable solutions.
- A track record of following through on commitments.
- Excellent planning, organizational, and time management skills.