

BUSINESS APPLICATION ANALYST
\$42,735 - \$64,713

Under limited supervision, this position provides application support for Customer Service, Finance, and Operations, acts as liaison between software vendors and participates in other Systems tasks including planning, organizing and implementing IT functions.

RESPONSIBILITIES

- Analyzes business functions and work processes to determine technical needs.
- Assists with administering and managing SQL databases and servers.
- Prepares queries, reports, database extracts and other tasks utilizing Microsoft Access, Excel, SQL and/or other software tools.
- Tests and debug programs; identifies hardware and other equipment needed to support programs.
- Provides analysis and limited programming to in-house application packages.
- Ensuring the consistency of existing applications by maintaining and enforcing standards and procedures.
- Installs, configure, maintain, and troubleshoot hardware and software for individual computers.
- Identifies system capability and capacity issues.
- Defines requirements, develops specifications, and documents processes for new software applications and modifications to existing software.
- Provides training and assistance to users; provides information regarding software programs.
- Initiates and participates in system upgrades.
- Act as liaison with software vendors.

Knowledge of:

- Microsoft Access, SQL Server, Visual Basic and other applicable software programming tools.
- Applications development.
- Analyzing and defining system needs.
- Operating system components, language and networks.
- Configuration and implementation.

Skills & Ability to:

- Evaluate, audit and assess data using established criteria.
- Clearly communicate and understand information both orally and in writing.
- Establish and maintain effective and cooperative working relationships with employees as well as outside contacts.
- Troubleshoot and resolve hardware, software and network related problems.
- Plan and conduct studies on work procedures to identify potential areas of automated system application.
- Be adaptable to performing under frequent deadlines and/or in response to emergencies.
- Apply sound judgment and interpretation.
- Read and interpret various technical materials, ranging from moderate to complex terminology, associated with job functions.
- Make highly technical decisions regarding the implementation of original applications.
- Exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

REQUIREMENTS

- High School Diploma or equivalency
- Proficiency in Microsoft IIS, Microsoft SQL Server and/or Microsoft Visual Basic (Microsoft Dynamics experience a plus)
- Bachelor's degree in Computer Science is preferred but can be substituted for two years of college with major coursework in Computer Science and two years relational database experience.