



Example of Customer Service Senior Analyst Job Description

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Our company is looking for a customer service senior analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer service senior analyst

- Troubleshoot systems issues as needed, partnering with BUIT, Applications Services, EDI and other business partners to assess impact and issue remediation
- Act as the Subject Matter Expert (SME) in the business and will lead/support strategic initiatives in the J&J CLS Enterprise, support, and on occasion lead, the implementation of changes within the order to cash systems
- Oversee the implementation of changes related to system upgrades, maintenance, enhancements and break/fix solutions
- Lead and/or support projects related to system upgrades, maintenance and approved enhancement requests and break/fix solutions
- Build professional relationships across functions and sites with internal and external partners, collaborating and influencing to achieve shared goals and meet timelines
- Attend project design and review meetings for requirements gathering and scope definition
- Assume SME role in design and coordination of testing plan and release management planning timelines
- Conduct User Acceptance Testing of SAP and other integrated system changes
- Work closely with IT and integrated system partners on root cause analysis, solution design and timeline for changes

Qualifications for customer service senior analyst

- Lean, Six Sigma, or Process Excellence Methodology experience, training, or certification preferred
- Healthcare and/or Medical Device industry/sector experience preferred
- Position located in Piscataway, NJ, with considerations for Skillman, NJ, and involves up to 10% domestic and international travel required3328170718
- Proficiency with Microsoft Office Professional Products required
- Strong analytical skills, data capabilities required
- Ability to develop, meet and manage multiple priorities and timelines required