



# Example of Logistics Business Analyst Job Description

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Our company is hiring for a logistics business analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for logistics business analyst

- Facilitates timely and accurate resolution of complex technical issues for the Company's business systems
- Maintain an excellent end user satisfaction standard
- Records all issues in the service management system and determines the scope of reported problems
- Identifies trends in issues reported and performs Root Cause Analysis to identify and correct the issue's source
- Performs follow-up communication verbally and/or in written form to ensure end user satisfaction
- Supports Managers and Business Partners (internal and external) with installation of upgrades and systems maintenance
- Participating and/or Leading in Process Improvement Development Efforts
- Determining operational objectives by studying business functions, gathering information, and evaluating output requirements and formats
- Designs solutions by analyzing requirements, constructing workflow charts and diagrams, studying system capabilities, writing specifications, and teaching new procedures
- Recommending controls by identifying problems and writing improved procedures

## Qualifications for logistics business analyst

- Verbal / Nonverbal – Convey easily and quickly any message

- Presentation - Presents clearly and informatively, easily maintaining audience attention and responding to audience needs
- Minimum three (3) years of experience using business intelligence reporting tools (SiSense, Business Objects, Cognos, Tableau, MicroStrategy, SSAS Cubes)
- 2 years of experience on this field
- Experience in supporting MVS / Mainframe applications