



# Example of Systems Business Analyst Job Description

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Our company is growing rapidly and is looking to fill the role of systems business analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for systems business analyst

- Perform duties in a compliant manner and behave in accordance with our Quality Management System requirements to ensure GMP standards are maintained
- Build and maintain tools, analytics, and reporting while leading multiple analysis efforts, providing analysis that is insightful and consumable by internal audiences
- Develops operational or systems solutions and executes them in a dynamic, global business environment
- Confidently proves new technical solutions with systems tests
- Documents solutions and trains other teams in using them
- Work with internal stakeholders to understand their Billing and Payments processes and requirements
- Define strategies, improved processes, analyze and design solutions, and drive project plans to deliver on all facets of enterprise Billing and Payments systems development
- Anticipate issues, track and manage them to mutually agreeable resolution
- Collaborate with stakeholders on training and rollout plans for Billing and Payments solutions that ensure a high adoption and customer satisfaction
- Design, develop and execute quality assurance plans

## Qualifications for systems business analyst

- Computer science, technical, finance, math and/or science background a plus,

- 5 years of strategic business support analysis/PM job experience required
- Excellent understanding of operational concepts and operational modeling capabilities including call driver, headcount and operational analysis
- High proficiency in Microsoft Office Suite (especially Excel, Word, PowerPoint, & Visio)
- Expert Knowledge of Business Systems such as Sales Force Dot Com, Avaya, SAP, Oracle with exposure to any other CRM, Technical Support Centre and knowledge management systems an advantage