Position Profile:
The Business Systems Analyst is responsible for process review and adjustment, training, troubleshooting and documentation of ERP and adjacent business systems used at CURiO Brands. Under general direction of the Business Systems Manager, maintains the integrity and drives improvement of ERP end-user processes. This role participates in and leads projects to gather user requirements, test changes, and implement business process improvements for the ERP and associated systems in conjunction with the Business Systems team. The Business Systems Analyst provides support to Curio staff and trains and elevates the ERP literacy of all staff.

Work Responsibilities:

Business Systems Analysis
- Responsible for the translation of end-user and business requirements into process maps, workflows, and system documentation.
- Understands and end-to-end business process and downstream/upstream impacts of change. Focuses on improving efficiency of ERP and system usage.
- Drives the business towards conforming process to best leverage the ERP system.
- Participates in discovery sessions regarding critical business process reform and contributes to solution mapping in order to resolve pressing or critical issues.
- Works with development staff to map proposed business procedures to high-level technical requirements.

ERP Process Evaluation/Incident Resolution
- Maintains and provides end-user support to the ERP and ERP-integrated systems.
- Evaluates current state (as-is) workflow process and champions design, documentation, and implementation of future state (to-be) process mapping, in accordance with business initiatives and in conjunction with the Business Systems Manager.
- Assists with data cleanup initiatives and advises on best use of out-of-the-box data elements.
- Investigates data/reporting issues to determine if they are process-based issues or technical problems and provides feedback to IT and the business on best resolution path(s).
- Assesses relevance of new ERP software versions and modules and assists with testing for patches.
- Create and works incident tickets with ERP vendor to resolve end-user issues when necessary.

Process Improvement
- Drive business process streamlining with a continuous improvement mindset.
- Evaluate system use in all functional areas and assist business on development of plans to improve throughput efficiency.
- Develop scalable business processes using best practice methodologies related to CURiO business systems.

Staff Training
- Designs and implements training programs on ERP use, including repeatable on-boarding training.
- Identifies needs for and conducts demonstrations of ERP processes, both new and existing.
- Trains employees on ERP work instructions or new processes when necessary.

IT/Business Resource Documentation
- Creates and maintains system procedure documents
- Assists business and end-users on developing work instruction and standard operating procedure documentation.
- Creates and maintains project logs for tracking problems and solutions for process improvement projects.

General Responsibilities:
- Supports CURiO Cornerstones and strives for individual leadership by using cornerstone behaviors in the workplace and in daily decision making.

- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Actively seek individual development through taking advantage of opportunities for skill enhancement. Keep up to date with the latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean, safe, and organized.
- Position requires extended work hours as necessary to meet seasonal deadlines. Performs other work as assigned.

Minimum Qualifications
- Bachelor's degree in business information systems, information technology, or equivalent field; or equivalent hands-on work experience.
- 5+ years' experience in a role directly involved in business analysis/process improvement in a manufacturing or distribution center environment.

Computer and/or software qualifications:
- Expert level of proficiency in Microsoft Excel, Word, and Visio; emphasis on data manipulation, template-driven documentation, and flowchart/process map generation.
- Intermediate level of proficiency in at least one Project Management tool suite.
- Basic level of proficiency in T-SQL for data retrieval and investigation purposes (a plus).
- Advanced knowledge Infor Syteline ERP/Cloudsuite Industrial product offerings. Version 9/10 experience required.

Core Competencies:
- Advanced business process evaluation and redesign capabilities. Able to quickly learn new business logic and evaluate impact of change on end-to-end workflows.
- Proven ability to turn ideas and concepts into well-designed processes, including requirements gathering and creation of business and occasionally high-level technical specifications.
- Adept at ERP system problem investigation and resolution, including use of data evaluation and manipulation
- Familiarity with system testing practices.
- Excellent project management and planning skills.
- Skill in working independently and following through on assignments with minimal direction.
- A meticulous eye for detail.
- Ability to communicate and interact effectively with managers, co-workers, customers, vendor and other partners.
- Ability to communicate technical and process information to non-technical users.
- Ability to demonstrate flexible and efficient time management and to appropriately prioritize workload based upon organization or departmental needs.
- Ability to exercise a high degree of discretion and independent judgment.
- Ability to handle difficult and stressful situations with professional composure.
- Ability to maintain a friendly presence and helpful attitude.
- Ability to work effectively within a cross locational team environment
- Ability to process, maintain and protect company confidential/proprietary information

Preferred Qualifications:
- Infor Syteline/CSI version 9 and/or 10 experience. Associated Infor product module experience a plus.
- Manufacturing environment experience, preferably involving distribution and e-commerce

Travel Requirement: up to 10%

Hybrid Working Environment and Physical Demands:

- General office or home office environment: Works at a desk in a well-lit, air-conditioned cubicle/office/home office, with moderate noise levels.
- Ability to sit for hours at a time, viewing computer monitor on a constant basis. Some walking and standing relative to interaction with other personnel.
- Occasionally required to lift and/or move items weighing 10 – 15 pounds.
- When in a facility, occasional exposure to dusty and fragrant conditions, varying temperature levels, work near moving mechanical parts, and high noise environments is possible.

** Note: This job description does not restrict CURiO's right to assign or reassign duties or responsibilities to this job at any time. This document does not create an employment contract, implied or otherwise. It does not alter the "at will" employment relationship between the company and the employee.