



JOB DESCRIPTION

Job Title: Data and Applications Analyst

Department: Information Technology

Reports to: Director of Business & Custom Applications

SUMMARY

Responsible for supporting and maintaining critical business systems and applications. Assists with planning, direction, and design of new applications, replacements, and enhancements. This role also aids in designing, building, testing, and maintaining internal and external reports utilizing SQL and Crystal Reports.

This role will also partner with individuals across the organization, to support and optimize business applications and data workflows. This role will be the subject-matter expert on multiple applications and act as a key point of contact for IT.

This role may also perform light front and back-end development of ecommerce websites, internal applications, and application integrations using C#, .NET, Javascript, and JQuery programming languages.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following. Other duties may be assigned as needed.

- Support and maintain MIS and other business applications including: MIS, accounting, reporting, mailing, shipping, FTP, and workflow.
- Provide professional and courteous support for internal and external users.
- Collaborate with staff in conceptualization and development of new reports utilizing Crystal Reports or other technologies.
- Maintain Crystal Reports system, users, and schedules
- Interact with network administrators, developers, and software engineers to assist in resolving problems with software products or company software systems.
- Analyze and assess existing business systems and processes.
- Assist in the definition and documentation of software business requirements, objectives, deliverables, and specifications.
- Write software scripts to enhance functionality and/or performance of company applications, as necessary.
- Develop and maintain user manuals and guidelines.
- Securely storing and managing code in centralized code repositories
- Train end users to operate new or modified programs.
- Thoroughly document processes, procedures, and workflows with highest level of detail.
- Interact with internal and external customers and vendors for efficient implementation of new software products or systems and for resolution of any adaptation issues.
- Participate in compliance and security reporting and remediation tasks as directed.
- Understand your role in the companies' Quality Management System regarding ISO.

QUALIFICATIONS

- Associate or Bachelor Degree in Computer Science, Information Systems, Business Administration, or related field (or equivalent work experience)
- 2-3 years experience supporting and maintaining business applications
- 2-3 years relevant work experience

- 2-3 years experience writing SQL queries, stored procedures, and SQL views
- Highly analytical and detail oriented with strong problem-solving skills
- Excellent written and verbal communication
- Flexible and adaptable in regards to learning and understanding new technologies.
- Strong written, oral, and interpersonal communication skills.
- Ability to conduct research into software-related issues and products.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Experience working both independently and, in a team-oriented, collaborative environment.

PREFERRED

- 3-5 years relevant work experience in IT, MIS/ERP, or application administration
- 1-2 years experience with .NET, Javascript, JQuery
- Print or mail industry experience
- Experience with creative design tools such as Quark or InDesign.
- Familiarity of applicable data privacy practices and laws.
- Familiarity with Commercial Print workflows, including JDF/JMF.
- Familiarity with Warehouse and Distribution operations.

PHYSICAL REQUIREMENTS

- Constant strong communication, sitting, and working on a computer.
- Frequent walking & standing.
- Occasional lifting 20+lbs, pulling, pushing, bending, reaching, kneeling, stooping, climbing stairs.

Occasional: Occupation requires this activity up to 33% of the time (0 - 2.5 hrs./day of 8-hour day)

Frequent: Occupation requires this activity from 33%-66% of the time (2.5 - 5.5+ hrs./day of hour 8-hour day)

Constant: Occupation requires this activity more than 66% of the time (5.5+ hrs./day of 8-hour day)