

BUSINESS/DESIGN ANALYST

Business/Design Analyst's job responsibility is to research, develop and document detailed customer requirements for modification and future product releases.

POSITION RESPONSIBILITIES:

- Work collaboratively with Development, Quality Assurance, Documentation, and Technical Support team members to ensure feasibility of design, usability, quality product design, documentation and implementation.
- Refine and translate requirements into detailed functional design specifications for product enhancements and features.
- Ensure the functionality of product meets the needs of our clients.
- Work closely with Development, Quality Assurance, Documentation team members to resolve design issues during Development cycle.
- Interpret technical eProcurement issues for other team members.
- Provide product-related sales support to Sales department
- May be required to act as a team leader for other Analysts
- Travel required (under 25%)
- Perform other related duties as assigned

ESSENTIAL SKILLS & EXPERIENCE:

- Bachelor's degree in Business, Engineering, Information Technology or related field.
- Must have 2+ years of software product management, implementation, support and/or software design experience.
- Experience and/or knowledge of Procurement software or government purchasing process a plus.
- Problem analysis and problem resolution at both a strategic level and functional level.
- Ability to organize and manage multiple priorities.
- Demonstrated ability to lead people and get results through others.
- Excellent interpersonal and communication skills.
- Strong customer orientation.
- Willingness to keep knowledge up to date with technical sector developments in the industry.
- Commitment to company values.

NONESSENTIAL SKILLS & EXPERIENCE:

- Experience supporting software used by government agencies.
- General procurement experience.