IT BUSINESS SYSTEMS MANAGER

Overview

The IT Business Systems Manager coordinates the design, installation, configuration, and implementation of some of Crown Laboratories' business solutions applications. He/she performs a variety of evaluation, maintenance, installation, training, and project management tasks to ensure the systems' performance meets company leadership and user satisfaction requirements. Much of this work is performed in the company's application of ROSS ERP.

Main Responsibilities

- Determines operational objectives of business requirements, working with stakeholders to propose and evaluate potential solutions.
- Develops solutions by preparing and evaluating alternative workflow solutions and, where necessary, selecting vendors.
- Creates, coordinates, & conducts user acceptance testing, including coordination of resources, documentation of issues found, and follow up through resolution as required.
- Supports project teams by coordinating relevant meetings, publishing agendas, meeting minutes/action items, and follow up reports.
- Identifies and participates in the resolution of requirements conflicts involving scope, schedule, budget, and/or quality.
- Develops subject matter expertise for functional areas, including building subject matter expertise in business processes for the functional areas affected by change.
- Develops deep understanding of the front- and back-end systems that support functional area's business processes.
- Provides guidance and mentorship to ensure adherence to successful business analysis practices. Makes suggestions based on current and emerging methodologies or tools to reduce costs, improve delivery performance, and reduce administration time for business analysis resources.
- Ensures operations are successful by training Crown personnel, providing support, and providing reference written documentation.
- Manages projects to:
  - Coordinate the definition of project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
  - Coordinate internal resources and third parties/vendors.
  - Manage changes to the project scope, schedule, and costs using appropriate verification techniques.
  - Reports and escalates to leadership as needed.

Qualifications

- Bachelor's degree in Systems Engineering, Computer Science, Information Technology, or Equivalent.
- At least 5 years' experience in a business analyst, information systems or equivalent role.
- Experience with an ERP system (ideally, ROSS ERP) in a manufacturing environment.
- Ability to communicate in an understandable, polite and friendly manner, both written and verbally.
- Strong organizational skills and ability to multi-task in a small business environment.