ERP Business Analyst

Job Summary

Do you love tackling problems head-on? Do you enjoy coming up with creative solutions to a business's pain points? Are you constantly updating your knowledge of software trends and advancements?

If you can answer "yes" to those questions, you'll fit in well at Process Retail Group. We have a great career opportunity for a capable, motivated Business Analyst to take over all aspects of the configuration, maintenance, training and continual improvement of our ERP software. We run a fast-paced but casual office in a supportive atmosphere. As a member of a small IT staff, you'll wear lots of hats and gain plenty of valuable experience.

Responsibilities and Duties

- As part of a broad cross-functional team, play an integral role in the learning, training, and implementation of MSFT NAV.
- Understanding of SQL data administration and custom reports using system software.
- Assist users in all aspect of ERP system use.
- Interact with users to develop use case, design specification and testing scenarios.
- Work with functional leaders to help develop business case for additional software development and/or acquisition.
- Manage the configuration and operation of on premise ERP systems; provide technical support for ERP and software issues.
- Monitor the system daily and respond immediately to security, usability concerns and resolve help desk requests.
- Collaborate on implement and upgrade systems and processes as required for enhanced functionality and security issue resolution and manage infrastructure to include firewalls, databases, malware protection software and other processes as they relate to ERP software.
- Review application logs and respond to and resolve help desk requests.

Qualifications and Skills

- General knowledge of ERP\MRP applications and how they work for functional areas such as Finance, Order Management, Engineer to Order, Warehouse/Inventory and Reporting.
- Facilitate design and create business reporting with native Microsoft Business Intelligence tools such as SQL Server Reporting Services, Microsoft Excel, Microsoft Power BI or similar tools a plus.
- Ability to speak both business process and technical process based on the audience that you are addressing, supporting or working with.
- Demonstrated ability to work with functional leaders and team members to discover, document, design and implement business processes in an ERP application platform.

- Basic Project Management skills that demonstrate your ability to build, manage and execute upon a plan – both in terms of self-management as well as working with small process improvement teams.
- Minimum 3-5 years' experience ERP administration in a manufacturing setting and with SQL database administration.
- Bachelors' or higher degree in a related field.
- Experience with MS NAV and/or MS Dynamics and SharePoint a plus.
- Ability to respond to help desk requests after hours on a limited basis.

The Company

For over 85 years, Process Retail Group has been partnering with top national brand marketers and chain retailers to develop retail fixture, display and signage programs that live up to its company mission of Creating Results™. Their award-winning team consistently delivers retail marketing and merchandising programs that not only drive brand awareness, but also create a distinct in-store shopper experience that drives sales at retail.

Process Retail Group is dedicated to our employee's success and development, operational excellence and *Creating Results*™. We hire great people with energy, drive and passion for what they do. We offer a fast paced, collaborative team environment with the opportunity to create custom solutions for our very diverse fortune 500 client base.