

Business Operations Analyst: Business Operations Analyst II

Analyzes business and technical processes to formulate, develop, maintain, manage, improve and train new and modified business information processing systems, such as financial forecasting/tracking systems, marketing, and resource allocation systems. Coordinates/manages business and technology teams, ascertaining system requirements, such as program functions, output requirements, input data acquisition, and system techniques and controls. Requires knowledge of e-commerce tools, computer system capabilities, business processes, and work flow. Plans, coordinates and manages business reviews, resource allocations, and financial analysis.

Knowledge

Frequent use and general knowledge of industry practices, techniques and standards. General application of concepts and principles.

Problem Solving

Develops solutions to a variety of problems of moderate scope and complexity. Refers to policies and practices for guidance.

Discretion Latitude

Works under only very general supervision. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

Impact

Contributes to the completion of organizational projects and goals. Errors in judgement and/or failure to achieve results would normally require a moderate expenditure of resources to rectify.

Liaison

Frequent internal company and external contacts. Represents organization on specific projects.

Work Products (Examples include but are not limited to)

Includes the below in addition to Level 1 Work Products:

- Creation/Reporting and Analysis of Departmental Budgets
- CSAT Process Owner/SME (Reports/Analysis/Maintenance/Improvements/Training)
- BCP SME (Clifton)—Maintain/Implement/Improve Process
- Clifton Demand Database SME/Lead
- IEWS B&P SME—Yearly Budget Management/Weekly Reports/Analysis
- ISO Team Member—Clifton (Programs/Business Ops)

Minimum Education and Experience

3+ years of directly related experience with Bachelor's Degree in Business Administration or related field. Intermediate MS Word, PowerPoint and Excel skills.