

# Business Systems Analyst

## Position Overview

Farragut is seeking a Business Systems Analyst who will be self-motivated and possess a unique combination of business acumen, technical proficiency and interpersonal skills. The Business Systems Analyst is responsible for creating systems solutions that support overall business strategies and drive system development while maintaining relationships with key clients.

## Responsibilities

- Review, analyze, and evaluate user needs
- Assist in sales by promoting Farragut NCPTS business during sales demonstrations
- Prepare and conduct training sessions during education events and implementations
- Serve as the first point of contact for client inquiries, ensuring a prompt and reliable response
- Acquire a deep understanding of client software systems
- Manage the documentation and improvement of customer support and troubleshooting processes
- Build and nurture strong client relationships to ensure their satisfaction
- Monitor tickets to ensure that deliverables are met on time and within scope of SLA
- Manage and maintain customer hosted servers including web, database file, and FTP
- Anticipate, identify, and repair client data and deployment issues

## Requirements

- An enthusiasm for learning our customers' business processes and our software functionality
- Knowledge of SQL server and writing basic queries, stored procedures, triggers, etc.
- Knowledge of Window Servers, CMD commands, PowerShell
- Knowledge of FTP, file sharing
- Excellent oral and written communication skills
- Experience in working with customers to resolve support issues
- Associate's or bachelor's with a business focus and a GPA of 3.0 or above, or equivalent work Experience

Technically qualified applicants should also have the following personal and team skills:

- Proficient in managing Help Desk systems
- Have ability to serve as liaison between IT and users
- Ability to build and to maintain relationships with others at all levels of the organization and with customer and staff
- Excellent teamwork skills, recognizing that the success of the team is more important than the success of the individual
- Clear communication skills: This position requires a fair amount of coordination with client and team, hence clear communication is essential.
- Position will require some before and/or after hour work during key periods throughout the year.

## Compensation & Benefits:

The salary for this position is determined based on candidate's previous work experience, current competencies, and market salary information.

Farragut offers a competitive benefits package with benefits starting on your very first day of employment.

Benefits for full-time employees include:

- 20 days of paid time off + 7 paid holidays each year
- Comprehensive Medical Insurance, with FSA or HSA options
- Vision & Dental Care
- 401k Matching
- Life Insurance, including Long and Short-term Disability
- Education Assistance
- Paid Parental Leave

Please apply to: [hr6@farragut.com](mailto:hr6@farragut.com)