

Business Systems Analyst

Pittsburgh Regional Transit is seeking a Business Systems Analyst to serve as the primary liaison between the business customers, IT: Enterprise Software, software developers and/or suppliers of third-party developed applications to gather business requirements, identify and evaluate off-the-shelf solutions, communicates and discusses with IT management, and documents in DevOps so that software developers can then transfer into code resulting in a working application to suit business customer's needs. Works with IT management and third-party suppliers to evaluate off-the-shelf solutions, identify technology related software issues and follows through to conclusion. Provides day to day support, training and assists in the creation of documentation.

Essential Functions:

- Serves as the primary liaison to gather business requirements between the business customer, IT Management, and software developers to identify solutions to customer requests and/or issues. Manages user stories, initial testing prior to business user testing, and closure of completed tasks in DevOps using Agile methodology
- Serve as customer support for software usage: Guide customers with functional support and assist with navigating software. Resolve help desk tickets related to application software. Provide system instruction for report generation and system functionality and also assist in the creation of documentation.
- Serve as technical analyst of software: Analyze application error and message logs, and work to resolve issues.

Job requirements include:

- Two-year technical school/Associate Degree in Computer Science, Information Science or technology related field from an accredited school with three (3) years relevant experience in web-based software application using SQL OR
- BS Degree in Computer Science, Information Science or a technology related field from an accredited school or related field with one (1) year relevant experience in web-based software applications using SQL.
- Related experience may be substituted for the education on a year-for-year basis.
- Strong analytical and problem-solving skills.
- Ability to quickly understand, retain and apply large amounts of new information.
- Ability to work in a fast paced, dynamic environment.
- Great organizational skills.
- Experience in monitoring and adhering to procedures and policies.
- Excellent verbal communication skills with the ability to present information in a clear and concise manner.
- Excellent customer service and problem resolution skills.
- Professional and effective communication skills.
- Exemplary attention to detail.
- Ability to be flexible and adapt to change.
- Valid PA driver's license.

Preferred attributes:

- Prior project implementation experience.
- Good understanding of a web based EAM or ERP application.
- Experience with large, complex application deployments.
- Working knowledge and practical use of Agile development principles.
- Experience with SQL script development.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (*with salary requirements*) and resume to:

Danielle Jacobson
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Pittsburgh, PA 15222-2527
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EOE