



Information Solutions Analyst Position

Position Summary:

The **Information Solutions Analyst** is responsible for business processes documentation and the administration of all company information systems. The candidate is a skilled professional with excellent communication skills that will build and maintain lasting relationships with all business stakeholders to solve business problems using information technology and digital solutions. Working with stakeholders from all business units, the Information Solutions Analyst will support and manage all the company's IT Infrastructure, identify and initiate needed system improvements projects, train and motivate others to reliably use the company's cloud-based information systems.

Key Responsibilities:

- Supports, manages, and administers all company's cloud-based Information Systems and Data Infrastructure.
- Becomes first line of technical and information systems support for company employees at all stores.
- Creates project management documentation and roadmaps to support the implementation and enhancements of all company's systems.
- Analyzes and develop company business process documentation, process flow diagrams, performs business and systems analysis
- Creates SDLC artifacts and technical documentation including Business/Functional requirement documents
- Facilitate and manage functional and user acceptance testing
- Assist in the development and delivery of end user training
- Support release of business applications and triage/resolve user issues
- Performs other duties as may be assigned

Skills and Qualifications:

- Demonstrates ability to multi-task, organizes, takes initiative, follows up independently and as a team with minimal supervision.
- Demonstrates critical thinking and problem-solving skills, exceptional computer and data management skills.
- Demonstrates excellent organization, verbal and written communication skills.
- Uses knowledge and resources to make informed decisions.
- Conducts or participates in observation of other company positions.
- Complies with all company policies and procedures.
- Listens and communicates effectively.
- Presents a professional and helpful appearance.
- Prior experience with Data/Database Management a plus.
- Prior experience with Systems Integration a plus.
- Prior experience with Salesforce, Business and Sales systems a plus.

Educational Experience Requirements:

- Bachelor Degree in Computer Science, Management Information Systems, Business Administration, or related field
- One to three years of experience as a Business Systems Analyst or related position