



Job Description

Name:

Job Title: Senior Business Systems Analyst

Department: Systems

Location: Ghent, Belgium

Position Classification: Salaried

Employee Status: Permanent Full Time

Start Date:

Overview

The Senior Business Systems Analyst designs and creates automated solutions for business problems, and designs, implements, and optimizes integrations between the systems that drive the business. This role is that of a technical leader, and involves strategizing new solutions, facilitating implementations, coordinating with software vendors, troubleshooting new and existing features, ensuring good data quality, analyzing data for evidence of system health or failure, and doing all of this from a place of strong familiarity with the nuts and bolts that hold the systems together. This role may spend some time developing or modifying custom code-based solutions to certain business requirements, so some comfort with programming is needed, though this position is more of an architect than programmer. The position will be the most senior member of Fully's European IT/Systems team, and will be responsible for hiring and mentoring teammates.

Skills and Competencies

1. Excellent verbal and written communication skills, with ability to communicate technical ideas to non-technical audiences
2. Fluent in English
3. Excellent organizational and documentation skills
4. Excellent debugging skills and strong technical intuition
5. Demonstrated ability to excel in a multi-system environment, utilizing different SaaS platforms and cloud systems and integrations between them
6. Demonstrated ability to understand abstract computational logic
7. 2 years of experience managing a technical team
8. Excel or Google Sheets experience required
9. Experience with programming or scripting required, Javascript and/or Suitescript preferred
10. Experience with Netsuite or other ERP administration strongly preferred
11. Experience with MySQL or other relational database preferred
12. Experience with Dell Boomi or other integration platform(s) preferred
13. Experience in e-commerce businesses preferred
14. Experience with Magento 2 a plus

Duties

1. Identify and develop effective technical solutions that span multiple interconnected systems, including delegation of tasks and project management where appropriate.
2. Develop and maintain an up-to-date knowledge of all technical systems in use at Fully, including website, ERP, integrations, IT management software, and others.
3. Lead development of custom systems integrations, utilizing internal and/or external resources, and including delegation of tasks and project management where appropriate.

4. Design and build code-based solutions to certain requirements using Javascript, Suitescript, or other coding languages as appropriate.
5. Facilitate gathering of requirements information for departmental tasks and projects.
6. Maintain thorough and well-organized documentation of all new and proposed solutions.
7. Devise and execute thorough test plans to ensure that production system releases maintain high quality standards.
8. Translate effectively between business and technical units to ensure specifications are well-understood and mutually agreeable to all stakeholders.
9. Autonomously investigate unfamiliar systems and processes in order to research and develop optimal solutions.
10. Analyze operational barriers and brainstorm creative technical solutions to achieve low-effort, high-impact results.
11. Own and manage overall health of systems and integrations, and delegate the troubleshooting of bugs and issues proactively.
12. Responsible for cost/benefit analysis of proposed solutions, and the review of cost/benefit for existing systems and processes.
13. Serve as a technical systems subject matter expert for non-technical stakeholders.
14. Serve as the leader of the European division of a global Systems team, mentor new and existing employees, and hire new positions.
15. Collaboratively develop global IT processes and standards with the North American Systems team, and apply the resulting processes and standards within the European team.
16. Collaborate with Fully's Director of Technology to maintain a strategic plan for the European Systems Team's growth and development.

Relationships

This position works closely with Fully's US systems team, and reports directly to Fully Europe's COO and interacts with all departments, staff, as well as external clients and vendors. Direct reports within Fully Europe's Systems team.

Salary

per Month