

Position Title – Technical Business Analyst/Business Systems Analyst
Department – Professional Services
Location – Westborough, MA



Posted – January 2012

Position Description -

ViryaNet is seeking a highly motivated individual to be directly responsible for technical business analysis functions on project implementations of workforce management software applications. This includes working directly with customers to define and/or analyse their business requirements, documenting complete functional specifications, and creating mock-ups and prototypes as needed. In addition, you will utilize multiple tools and database processes to perform application configuration and setup, applying customer application data according to requirements. In this role, you will contribute to the design, specification, configuration, acceptance testing, and deployment required for successful implementation of ViryaNet's web-based workforce management application systems.

Our ideal candidate will have achieved success as a technical business analyst in a software, support, or professional services organization. Strong technical skills with databases and SQL query language are required, as are excellent communication skills. The ability to create and update internal and customer-facing documentation in a usable way is important. This position provides a unique opportunity to work in a successful Global Services organization, make your mark in an energetic services domain, and enhance your skills. Candidates will be part of one or more project implementation teams and will communicate with various internal departments and external customers, with occasional travel. This position reports to the Implementation Services workgroup within the ViryaNet Global Services Organization.

Responsibilities -

Duties and responsibilities include, but are not limited to the following:

- Requirements gathering and analysis. Reviewing, creating, and/or documenting business and technical process flows. Work directly with customers to understand their current business processes and objectives, to help match specific solution capabilities and operational standards to the goals.
- Participate or conduct requirements validation/discovery workshops with the customer.
- Create, write, and validate functional specifications based on business related requirements and the application's capabilities. Take responsibility for assignments and pro-actively gather information and work with peers to accomplish project deliverables or obtain approvals for functional documentation. Maintain documents to keep up to date.
- Collaborate with ViryaNet solution architects, technical architects, and developers to contribute to the solution implementation.
- Perform system configuration in accordance to approved solution definition and functional specifications, providing hands-on configuration and data load activities.
- Assist customers with applying their gathered data into configuration templates and support data load or conversion processes.

- Provide business systems analysis and acceptance testing support for clients during active project lifecycles.
- Interact with developer counterparts to ensure requirements delivered successfully within project constraints
- Apply a consistent services methodology and provide guidance for the customer at various stages of the implementation project for clear expectations on ViryaNet project team responsibilities and tasks which are customer-owned.
- Work within established department processes and adhere to project schedules, with a pro-active and team-oriented approach.
- Develop technical expertise in selected areas of the ViryaNet G4 products, to enable you to lead the customer in areas of specialized knowledge.
- Coordinate efforts with the project Solution Architect to guide the implementation and develop skills to facilitate and lead specific functional workshops as needed.
- Participate in implementation quality assurance activities, including performing certain hands-on QA testing as well as supporting customer site acceptance testing for areas of expertise.
- Support test planning, test script development and QA execution by ViryaNet project QA team. Also perform hands-on QA as part of the team when assigned.
- Develop training materials and deliver training as assigned.

Requirements–

Skill Set Requirements:

This position requires an energetic and highly-focused individual with an understanding and experience with the Software Development Life Cycle and successful experience in a technical business analyst role. The selected candidate must possess a blend of technical, business, and people skills. Strong database skills and ability to apply application system configuration is a must. Success with creating effective functional specification documents is absolutely required. Proven experience and responsibility for these tasks is required, with a positive contribution within a fast-growth, fast-paced environment. Strong verbal and written communication skills and an analytic mind with a pro-active approach are essential attributes of our team members.

The ideal candidate will have:

- 3-7 years of successful accomplishments in a technical business analyst or business systems analyst role.
- 3 or more years related work experience directly with the implementation of enterprise, commercial business applications. Experience should include a strong understanding of and familiarity with database concepts, configuration, and system integration.
- Technical experience applying data configurations and performing data loading to software applications. Strong working knowledge with SQL and running scripts and evaluating results is required.
- Technical Degree - BS / BA in Computer Science or other related technical area.
- Working knowledge of Oracle DMBS, JSP, and Java.
- Direct involvement with processes for software design, development, and the implementation of web based business applications including all aspects of the Software Delivery Life Cycle.
- Exceptional documentation skills for creating and editing customer-facing functional specifications.
- Excellent interpersonal, written, and verbal communication skills to effectively communicate with customers, project team members, departments, and upper management.
- Strong analytical skills and working knowledge of key analytic techniques, processes, and tools.

- Strong problem solving skills. Effectively identifies and solves project issues proactively.
- Strong organizational, presentation, communication and customer service skills.
- Provide timely, effective communication on status of activities, and identify and frame project risks and issues in areas of responsibility.
- Ability to organize, prioritize, and manage multiple tasks in a fast-paced environment, with stringent time constraints
- Must be able to work independently and on a project team. The candidate should require minimal supervision of day to day activities and be proactive, but seek guidance when appropriate.
- Track record of successfully meeting project schedules and completing assigned deliverables.
- Advanced working knowledge of MS Office (Word, Excel, PowerPoint), MS Project, and Visio.
- Ability to travel (up to 40% travel), mostly US-based.
- US Citizenship required

Additional skills:

- Prior experience in a business analyst position within a professional services or consulting services business is ideal.
- Experience performing customer training for software applications is a huge plus
- Software development experience and technical background preferred.
- Hands-on experience with InfoPath forms design and development a plus.
- Experience with database information analysis, including business intelligence, enterprise reporting, and BPM tools.
- Experience performing quality assurance on software applications; ability to effectively communicate issues and recommended solutions.
- Familiarity or experience with organizations employing a field service workforce, such as utilities, telecommunications, retail stores, etc. is considered a strong plus.
- Exposure or familiarity with inventory management systems or enterprise asset management systems.
- Experience with workforce management, work delivery or resource scheduling systems is also a plus, as is direct experience with mobile solutions with wireless application technologies.
- Experience creating work estimates and analyzing project performance metrics a plus
- Knowledge and experience with Professional Services Automation (PSA) tools preferred
- Experience with document management and/or MS SharePoint are a plus

ViryaNet Offers a professional work environment, competitive wages, paid vacation and holidays, a comprehensive benefits package, and excellent growth potential.

About ViryaNet:

ViryaNet provides packaged industry solutions that intelligently guide, automate, and optimize both simple and complex field service work, resulting in operational excellence. ViryaNet’s solutions specialize in the functions of scheduling and dispatching resources and enabling mobile field communication. ViryaNet possesses over a 20-year history in the field service space, a vast number of customers across a variety of industries, and strong partnerships with leading platform and system integration companies. Headquartered in Westborough, MA, ViryaNet enjoys a worldwide presence with offices and customers located in North America, Europe, and the Pacific Rim. For more information, visit www.viryagnet.com.

Job Title	Business Systems Analyst;
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Company Name	ViryaNet
Email	careers@viryanet.com
Website	http://www.viryanet.com
Salary	Commensurate with experience
State	Massachusetts
City\Town	Westborough
Region Metro Area	Location -> Massachusetts -> MetroWest
Job Type	Job Type -> Full-Time
Category	Category -> Software -> Business Analyst Technical Business Analyst Business Systems Analyst Professional Services