AZCO Construction, Inc.
Process Systems Analyst

Job Title: Process Systems Analyst
Department: Information Technology
Reports To: Business Process Manager
FLSA Status: Exempt
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Summary: The Process Systems Analyst will work within collaborative cross-functional teams to develop and maintain a diverse range of systems. Responsibilities include requirements gathering, specification writing, development testing, deployment and support.

Essential Duties and Responsibilities include the following: Other duties may be assigned.

- Develop strategies for short and long range requirements for the administration and training for corporate defined system processes and software as assigned. Ensure proper integration between departments and programs.
- Develop, maintain and improve training programs, procedure materials for implementations, and resources such as quick reference guides and online learning modules. Develop proper documentation that outlines the logical steps to be followed in solving problems and document system specifications.
- Ensure staff is set up correctly and understand what is required of them in the systems and processes. Train staff to properly apply processes on appropriate systems as it pertains to their job function.
- Provide support for staff requests to resolve problems or incidents associated with business related processes. Alert staff of changes that would affect their data entry and reporting.
- Evaluate current systems for improved efficiencies. Identify and resolve issues and conflicts to achieve necessary end results.
- Relay suggestions or needs of staff to Business Process Manager and identify potential enhancement needs.
- Work with Business Process Manager on plan for improvements.
- Continuously learn and apply new technical skills.

Core Values:

To perform the job successfully, the employee must demonstrate the following Company core values, listed below:

Safety – We believe safety is the right of every employee. The prevention of unsafe behaviors is essential to the success of our business. Zero injuries will be achieved through caring leadership, accountability and safe work practices.

Integrity – Our actions are driven by a fundamental belief that it is always best to do the right thing. Integrity is the foundation of all of our decisions and actions and promotes honesty throughout our organization and with our customers.

Respect – We earn respect and trust by treating others as we expect to be treated. We know that open and transparent communication is essential to a healthy organization and effective business performance.

Customer-Focused – We form a partnership with our customers to provide them with custom solutions to exceed expectations. Successful customers provide us with sustainable growth.
**Creativity** – We collaborate to develop new and innovative solutions that add value to our customers and improve our business. We are willing to take calculated risks in the pursuit of those unique methods and solutions.

**Competency:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** – Synthesizes moderate to complex and diverse information; collects and researches data; designs workflows and procedures, develops improvements and new idea generation. Find innovative technical business solutions that meet internal customers’ requirements.

**Problem Solving** – Identifies and resolves problems in a timely manner; develops alternative solutions. Facilitate negotiations with users. Self-manage multiple projects.

**Customer Service** – Responds promptly to customer needs; responds to requests for service and assistance; meets commitments. Ability to deal with conflict.

**Oral Communication** – Responds well to questions. Requires a high level of communication. Ability to professionally communicate with various levels of the organization.

**Written Communication** – Presents numerical data effectively. Ability to document specifications effectively, write proposals and other requests based on facts and numbers.

**Teamwork** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; able to build morale and group commitments to goals and objectives.

**Ethics** – Treats people with respect; Inspires the truth in others; works ethically and with integrity; upholds organizational values.

**Judgment** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

**Motivation** – Demonstrates persistence and overcomes obstacles.

**Planning/Organizing** – Prioritizes and plans work activities; uses time efficiently.

**Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

**Safety and Security** – Observes and insures compliance of safety and security procedures; determines appropriate action beyond guidelines; responds to potentially unsafe conditions; uses equipment and materials safely.

**Adaptability** – Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**Initiative** – Undertakes self-development activities; seeks increased responsibilities; asks for and offers help when needed.
Planning/Organizing – Prioritizes and plans work activities; uses time efficiently.

Professionalism – Approaches others in a tactful manner; follows through on commitment.

Quality – Demonstrates accuracy and thoroughness; monitors own work to ensure quality.

Quantity – Completes work in a timely manner.

Dependability – Keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be enabled individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Bachelor’s degree in Information Technology, Business, or related field.
- Experience with ERP application and database systems.
- 2 or more years of working knowledge and understanding of SQL Queries, Stored Procedures, Views, Functions, Jobs, and SQL Server Management Studio.
- 2 or more years of development using Crystal Reports, SSRS, or similar reporting tools.
- 1-3 years Microsoft Office administration required.
- Experience with Viewpoint Construction software is helpful.

Other Skills and Abilities:

- Excellent analytical and problem-solving skills.
- Ability to work with a variety of personalities.
- The ability to motivate others.
- Actively participate in user group meetings.
- Develop business cases for system modifications and changes.
- Extreme attention to detail.
- Excellent communication and organization skills.
- Ability to work collaboratively within a team, as well as independently

Other Qualifications:

Physical Demands: The physical demands described here are representative if those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; feel; reach with hands and arms; and talk to hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.