

Technical Business Analyst

SUMMARY

The Technical Business Analyst is responsible for providing technical expertise and configuration for new clients and interface implementations and supporting the development of our research pharmacy software products. This role will also determine and prepare the KPIs for new development projects and present business intelligence to the Customer Success team on product adoption and performance.

The Business Analyst team is responsible for assisting with the design, development and implementation of products and enhancements. Additionally, the team is also responsible for troubleshooting advanced support issues from the Customer Success teams, identifying product defects, and performing early-stage product testing. The business analyst thinks "outside the box," works across all departments to identify business needs, establishes projects, and implements solutions.

Superior communication and organizational skills and a strong knowledge of relational databases, SQL, and the SDLC are essential. This position reports to the Director of Business Solutions.

McCreadie Group is a remote company, and the position requires the ability to work from home independently and the ability to effectively communicate via technology tools.

We offer competitive salary and benefits including:

- Flexible hours
- Generous time off
- A retirement plan that includes up to a 4% employer contribution with immediate vesting
- Health insurance
- Short-term disability coverage

SPECIFIC RESPONSIBILITIES

- Provide technical expertise and support for the initial connectivity, implementation, and training of interfaces and integrations
- Develop measurement plans for new releases for quality and product performance
- Develop and maintain dashboards and reporting to share information about adoption and feature use within the organization
- Work with the Customer Success teams to determine product improvements
- Assist in developing specifications and technical design of product improvements
- Help develop the architecture, function, and relationships of company applications and systems
- Communicate with development staff to ensure product development meets specifications
- Assist in review and quality control of deployments of database updates
- Provide second-level product support where technical expertise is required. This includes advanced level SQL work to solve data-level issues for customers and assisting in research of reported issues in products as needed.



QUALIFICATIONS

- Bachelor's Degree or above, preferably in an IT discipline
- 3+ years of relevant experience
- Demonstrated mid-level to advanced SQL query expertise required
- Experience with Entity Relationship Diagrams desired
- Experience working in an Agile environment preferred
- Demonstrated troubleshooting, problem analysis, and problem resolution capabilities
- Experience translating requirements into detailed functional designs
- Comfortable working in a dynamic and fast-paced environment
- High personal discipline, attention to detail and work quality
- Desire and motivation to learn new skills and expand knowledge to improve job performance and self-improvement
- Strives for excellence and upholds organizational standards of cooperation and confidentiality

Please send your resume to clallone@mccreadiegroup.com and include a cover letter to tell us about yourself! We'd love to hear your background and why this position is a good fit for your next career move.

Principals only. We are unable to sponsor.