



Business System Support Analyst

Hub Pen, a quickly growing promotional pen products company in Braintree MA is seeking a full time Business System Support Analyst. Candidates with **NetSuite or "Cloud" based ERP system** experience highly desired and encouraged to apply.

Primary Role

The Business System Support Analyst (BSSA) will provide technical support to all of Hub Pen's end user which may include the following: troubleshooting IT related issues (computer, printers, network, fax, software, etc.), build, move and set up new workstations and phone, purchase toner\IT equipment, install software applications and updates, assist end users/managers with the development or creation of reports, etc.

The BSSA may also be a part of an enterprise wide ERP (NetSuite) system implementation project and will work with users, department managers, members of the Information Technology department and consultants. This person will report to Hub Pen's Enterprise Software Manager and will be responsible for the completion of tasks assigned which may include collection of data, system configuration, data import, creation of test cases, executing test cases, creation of process workflows, provide end user training and other tasks assigned. The BSSA will need to understand department's business needs and translate them to system requirements, ensure test cases are mapped to requirements document and verify all system functionality is tested. Learn and provide support on the new NetSuite ERP system including: configuration, testing and maintenance.

Responsibilities

Pro-actively communicate, collaborate and build relationships with business users, IT development and support teams

Manage project assignment to successful completion with limited direction and within assigned deadlines

Provide reliable and informative project status to supervisors and business users

Develop and monitor project plans to track and project results

Pro-actively identify, document and resolve issues

Lead cross functional work groups to identify and document detailed requirements, work flow, information sources and distribution paths, and system specifications

Evaluate user requirements and implement working solutions through system design, analysis, testing, training, and documentation

Apply technical and business knowledge in the analysis of user requirements

Determine short and long term solutions to resolve pressing businesses process and technology issues

Perform post deployment evaluation of solution to determine necessary adjustments and enhancement to solution

Liaison with business users and development to resolve issues that arise during development

Liaison with development and support teams to transfer/communicate business requirements

Influence the decision making process by effectively presenting concepts and project overviews to vendors, technologist, and local management

Deliver documented business requirements in enough detail for the development team to be able to construct solution with minimal interaction with business users

Prepare recommendations and propose IT solutions

Ability to read, digest and communicate complex subject matter to all levels and to influence personnel to accomplish the business purpose necessary
Setup and configure new workstations, printers and other IT related devices
Troubleshoot end user computer issues: software or hardware
Develop training documents and provide end user training on **NetSuite**

Requirements

Bachelor Degree in Computer Science, Business, or related field, or equivalent combination of education and/or experience
Minimum of 4 years' experience in system development (SDLC) project or delivery of 1 enterprise wide system implementation or 3 smaller system implementation using an SDLC methodology
Knowledge of business operations sales to cash process, accounting\finance, sales & marketing, manufacturing and warehousing
Exceptional presentation and client relation skills
Excellent interpersonal and communication skills (oral and written)
Knowledge of troubleshooting workstation issues: OS, virus, hardware and software issues
Ability to install and configure Windows Operating Systems, image hard-drive using ghost
Ability to present technical knowledge in a simplified understandable manner
Microsoft Excel, Word, Powerpoint, Visio

Skills Highly Desired but Not Required

Experience with **NetSuite** (Suiteflow (workflow), SuiteScript, eBizNet, Custom Records, Forms, Reports, Saved Searches, Dashboard, etc.)
SQL
Java Script
VBA
Knowledge of computer network concepts (LANS, WANS, Subnetting)
Experience with "Cloud" based ERP System

About Hub Pen Company

Hub Pen Company has been in business for 60 years. We continue to grow with increased sales year over year and are looking to grow our family of employees. Please send a copy of your resume and cover letter to employment@hubpen.com Hub Pen Company is an Equal Opportunity Employer. We evaluate qualified applicants without regard to race, color, religious creed, national origin, sex, age, gender identity, disability, sexual orientation, military service, genetic information, and/or other status protected under law.

Please send a copy of your resume and cover letter to employment@hubpen.com

Hub Pen Company is an Equal Opportunity Employer. We evaluate qualified applicants without regard to race, color, religious creed, national origin, sex, age, gender identity, disability, sexual orientation, military service, genetic information, and/or other status protected under law.