

POSITION INFORMATION

Job Title: Business Process Analyst

Department: Implementation & Training

Reports To: Implementation & Training Manager

ABOUT THIS JOB

Summary:

Join an established Pacific Northwest technology company and begin contributing immediately by using business process and technical project management skillsets. This is a full-time position. Occasional evening and weekend work may be required as job duties demand.

Job Description:

As a Business Process Analyst, you will be responsible for developing PathGuide Technologies warehouse management software product documentation, assisting and executing customer-specific project plans, providing consulting and training, performing on-site software and hardware installation, and providing remote and on-site support throughout software implementation cycle. A qualified applicant will be friendly, confident, well-organized, creative, analytical, and possess a strong sense of business acumen.

Essential Duties & Responsibilities:

Product Documentation

- Author functional process workflows
- Perform as-is and to-be process documentation for internal and external projects with an appreciation for Business Process Modeling Notation (BPMN) and operate as primary product documentarian
- Develop and assist with client-specific technical system documentation
- Participate in root-cause analysis to recommend project enhancements, improve productivity for project, client, and or internal business processes
- Work closely with other departments to understand product specific functionality
- Thorough deep dive into product knowledge and functionality to better facilitate product documentation and overall processes

Implementation

- Assist and occasionally lead on-site system training and implementation
- Support customer throughout implementation lifecycle
- Manage project against established timeline and milestones
- Perform installation and configuration of software and hardware
- Will act as a project manager on some projects
- Ideal candidate will be comfortable with traveling (approximately 70-85 total days per year)
- Other duties as assigned



Supervisory Responsibilities:

This position has no supervisory responsibilities.

Qualifications & Experience:

Excellent candidates will possess product and process documentation experience, demonstrable SQL skills, software implementation and or technical project management, strong analytical ability, and a self-starter attitude.

Working knowledge in the following areas are considered valuable:

- Customer and developer-facing documentation
- Process flows, product and software development lifecycles
- Microsoft Windows and Server (SQL database)
- SQL (structured query language and basic queries)
- Adobe Reader and Acrobat, Crystal Reports
- MS Office 365, Visio, MS Project Online
- RF (radio-frequency) based communications
- Local and wide area networks and associated hardware
- Thermal Label Printers (Zebra, Intermec, etc.)
- Internet Explorer, Web-based applications, and Internet Information Services (IIS)
- Remote desktop connections and other remote connection software
- Experience within the wholesale distribution sector and PMI methodologies are a plus

Physical Demands & Work Environment:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPANY INFORMATION

Company Background:

PathGuide Technologies, Inc., a privately held company founded in 1989, is a leading provider of warehouse automation solutions for wholesale and industrial distributors across North America. PathGuide's software and services help suppliers increase productivity and order accuracy, improve customer service, and lower labor costs, all of which ultimately drive profitability. We work closely with our clients to develop those procedures and systems which fit their business needs. We provide consulting, software, hardware, and complete system integration services.

APPLICANT INSTRUCTIONS

Instructions:

Please supply résumé and cover letter to: humanresources@pathguide.com

- Location: Bothell, WA
- This is not a remote position, local applicants only
- Compensation: Based on experience