

Functional Analyst

Job Purpose

The Functional Analyst is responsible for applying knowledge and expertise around the JDA WMS and WFM (Workforce Management) products and services in order to drive design, configuration, and implementation for specific client solutions. The Functional Analyst is able to work independently, as well as with team, client, and development resources, in a professional manner.

Principal Responsibilities

- Assist in assessing customer business needs and design and configure appropriate solution document “as is” and “to be” processes
- Assist customers with testing, as appropriate based on the RedPrairie/JDA solution being deployed
- Assist in the development of enhancement specifications for custom development
- Creates or obtains test scripts to validate functionality against design requirements to ensure customer expectations are fulfilled.
- Documents testing results and reports bugs, fixes or changes required to Software Analyst. Provides information by collecting, analyzing, and summarizing development and service issues.
- Develops solutions by studying information needs; conferring with Project
- Develops solutions by studying information needs; conferring with Project Leads and Software Analyst; studying systems flow and work processes; investigating problem areas.
- Ensures a suitable test environment and supporting data is available, prepared and scheduled for functional testing.
- Provide help desk/support training for the client’s solution
- Responsible for issue tracking, analysis, and resolutions
- Assist in functional end user training
- Provide go-live operations support
- Guide business users on the operation of the application and the administration of business processes, reference data, etc.
- Initiates Task in Jira for reporting and time tracking.
- Develops solutions by studying information needs; conferring with Project Leads and Software Analyst; studying systems flow and work processes; investigating problem areas; following the software development lifecycle.
- Other job related duties as assigned

Key Technical & Functional Skills

1. Strong knowledge of SQL Server and Oracle
2. Experience in documenting process flows and operational procedures
3. Ability to handle multiple and changing priorities and multiple customers
4. Ability to work alone as well as in team/cooperative efforts
5. Ability to present complex information to individuals and small groups
6. Ability to conduct effective meetings

7. Excellent problem-solving skills, particularly with regard to anticipating and solving problems, issues, or concerns before they occur or become critical
8. Working knowledge of standard Microsoft Office applications (Word, Excel, etc.)

Key Job Description Requirements

1. Minimum Bachelor's degree, Master's preferred in Computer/Software Engineering/Supply Chain or related degree
2. 1-3 years of experience in a functional consultant role/operational setting.
3. Ability to work independently as well as multi-task
4. Valid driver's license
5. Valid passport
6. Able & willing to travel
7. Adhere to all Longbow Policies and Procedures
8. Expertise in JDA/Red Prairie or other Supply Chain Software systems (e.g., WMS, WFM, TMS) both as functional and technical analyst is a HUGE PLUS but not required.

Role Specific Competencies

1. Interpersonal Skills
2. Job Knowledge
3. Problem Solving/Analysis

Additional Information

This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.
