

## Senior Software Analyst

### Job Purpose

Responsibilities include configuration and implementation guidance for all Longbow Advantage services by documenting and executing customer configuration and implementation requirements and contributing to a best practice consulting practice. This position requires interaction with both internal and external customers to provide architecture and product setup expertise, propagate best practices, coordinate configuration and implementation and support to the project teams. Help analyze, design, and build internet supply chain solutions. With guidance from your project team, execute testing and rollout plans.

### Principal Responsibilities

#### **PR1: Configuration & Implementation (70%)**

- Provide product consulting, transfer of knowledge to client team
- Assist with configuration of solutions to meet customer requirements
- Assist with RF device, printer and other device configuration and support as needed
- Assist client team members through all phases of the implementation
- Assist project team to manage client expectations to accomplish project success
- Delivers projects with high quality, within the agreed upon budgetary and time constraints in accordance to customer expectations
- Develops and executes test plans, validates the test results and manages customer acceptance testing
- Accurately capture and report on JIRA to ensure customers are properly invoiced for delivered services
- Provide high quality consulting services and deliverables
- Follow LBA's implementation methodology, policies and procedures including but not limited to: coding standards, creation and execution of test plans
- Identify add-on implementation opportunities and present these opportunities to your project lead

#### **PR2: Communication (10%)**

- Meet with customers and LBA team members to consult, configure, implement and support client requirements
- Apply product knowledge and expertise to improve customer satisfaction on all LBA projects
- Maintain professional interaction with customers and LBA team members

#### **PR3: Administration (15%)**

- Proactively seek project assignments to maximize billable utilization
- Complete accurate daily time entries and descriptions in JIRA
- Provide timely/accurate updates on project activities
- Attend project planning, departmental and company meetings
- Strives to positively influence the profitability of Longbow by working to invoice >90% of weekly billable hours requirement

#### **PR4: Professional Development (5%)**

- Complete new release product training in a timely manner
- Provide mentorship and training to other LBA team members

### Key Technical & Functional Skills

1. Strong knowledge and work experience with C/C++, C# and Java programming languages
2. Strong knowledge of SQL Server and Oracle
3. Operating systems – Windows and UNIX
4. XML/HTML, MOCA, Python/Perl, Visual Studio/Visual basic
5. Microsoft Office, Microsoft Project and Visio

### **Key Job Description Requirements**

1. Minimum Bachelor's degree, Master's preferred in Computer/Software Engineering or related degree
2. Expertise in JDA/Red Prairie or other Supply Chain Software systems (e.g., WMS, WFM, TMS) both as functional and technical analyst.
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. Provide mentoring for project resources in preparation for advancement

### **Role Specific Competencies**

1. Interpersonal Skills
2. Job Knowledge
3. Problem Solving/Analysis
4. Project Management
5. Leadership

### **Expected Role Tenure**

>3 - 5< Years

### **Direct Reports**

None

### **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. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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