Cybernetic Retail is a boutique retail consultation firm. We employ experts in all operational segments of retail from merchandising, point of sale (POS), warehouse systems, sales audit, loss prevention, customer relationship management (CRM), accounting, enterprise selling (Omni Channel), and e-commerce. We provide our clients with strategic planning, business process reviews, custom system solutions, and provide an easy to use toolset to grow sales and drive efficiencies. We currently have clients nationwide including Southern California, Philadelphia, Miami, Baltimore, New York and Boston.

We are looking for driven, energetic, results oriented and committed candidates to become part of our firm as we grow to meet client needs. As part of our firm you will learn how different retail companies run their business, learn about their challenges, be exposed to a variety of retail systems, be given the opportunity to provide solutions, and see your work directly impact the clients you work with.

**Position:** Business Systems Analyst

**Experience Level:** Minimum 1-year experience

**Area of Interest:** Information Technology

**Travel Required:** Yes (10% to 30% depending on client needs)

**Responsibilities:**

* Work with clients to gain understanding of existing business and system processes
* Work with clients to understand requirements for new systems or system modifications
* Create business and system flow documentation
* Write Business Requirements
* Write Technical/Development Requirements
* Work with development team to ensure application solutions are developed per written requirements
* Perform software testing and training as needed
* Perform high level system troubleshooting as needed
* Provide progress updates to project manager in a timely manner

**Qualifications:**

* Desire to understand business and system processes
* Excellent problem solving and analytical skills
* Comfortable with providing feedback on process and system improvement suggestions
* Excellent time management skills to complete assigned tasks without direct supervision on time
* Ability to multitask
* Excellent writing skills
* Excellent communication skills (verbal & written)
* Ability to work in a team environment and deal with different personality types
* Must be able to sit and work at a computer for extended periods of time
* May be required to work nights and weekends depending on the project or critical system issues
* Intermediate Microsoft Word, Excel, Visio and PowerPoint skills
* Bachelor's Degree in Information Systems, MIS, or Computer Science
* SQL knowledge is a plus
* Retail experience is a plus