

## Job Description

<b>JOB TITLE</b>	Business Analyst / Sr. Business Analyst (retail systems)
<b>REPORTS TO</b>	IT Director, Japan
<b>DIRECT REPORTS</b>	-
<b>LOCATION</b>	Tokyo, Japan

### JOB SUMMARY

The Business Analysts (BA) is responsible for bridging the gap between IT and the retail business using data analytics to assess processes, determine requirements and deliver data-driven recommendations and reports to the company stakeholders.

The BA engages with business leaders and users to understand how data-driven changes to process, products, services, software, and hardware can improve efficiencies and add value. They must articulate those ideas but also balance them against what is technologically feasible, as well as what is financially and functionally reasonable.

The business analyst position requires both hard skills and soft skills. The work closely with users, technicians and the leadership team and need to know how to pull, analyze and report data trends. They must also be able to share that information with others and apply it on the business side.

### RESPONSIBILITIES

#### BUSINESS FOCUS

- Overall responsibilities include
  - Evaluating business processes and Uncovering areas for improvement
  - Performing requirement analysis and implementing adequate solutions
  - Anticipating business needs and developing system roadmap
- Responsible for the technical analysis and integration of the following environment (list non exhaustive):
  - SAP CAR
  - POS system
  - Store Allocation system
  - CRM
  - Store Back Office system
  - Reporting system
  - Store inventory management system
  - Other retail related systems
- Understanding Japan 3PL system and processes
- Supporting the Global IT team in executing the global IT roadmap
- Leading reviews of current retail business processes and establishing optimization strategies.
- Creating technical documentation such as user manuals, system specification ...
- Effectively communicating and documenting ideas and plans to cross-functional team members and management.
- Leading meetings related to retail IT.
- Ensuring that solutions being deployed meet business needs and requirements.
- Performing technical testing and supporting UAT.
- Managing projects, developing project plans, and monitoring system performance.
- Managing competing resources, priorities , deliverables and ensuring timely completion of projects.
- Supporting additional initiatives necessary for the expansion of the company

## Job Description

## Job Description

### ADDITIONAL RESPONSIBILITIES NOT COVERED IN FOCUS AREAS

- Majority of time spend in Japan, but willingness and ability to travel outside of the region
- Helping with company event planning when necessary

### EDUCATION & PRIOR EXPERIENCE NEEDED

- 5+ years' experience with Information Technology organization and systems.
- Good understanding of an ERP system infrastructure (preferably SAP S4 Hana)
- Experience in implementing and administrating POS systems (preferably SAP)
- Good understanding of In-store infrastructure
- Communication in English and Japanese is mandatory.
- Experience in business processes and applications. (ITIL certified preference)
- Preferably experienced in the Retail industry (understanding industry fundamentals).
- Experience in project management (PMP certification is a plus)
- Bachelor Degree/Master's Degree in Business or Technical Discipline or an equivalent combination of education, training, and experience.
- Exceptional analytical and conceptual thinking skills.
- Excellent documentation and presentation skills.

### DESIRED ATTRIBUTES

Please note any skills/qualities you would want someone to have in this role in addition to our core skills:

- **Adaptable – Change before you have to**
  - Changes course easily – Knows when to be patient and when to push – Works well in the gray – Shows grace under pressure – Owns mistakes and learns from them – Balances multiple priorities
- **Entrepreneurial Spirit – Own it**
  - Takes initiative, doesn't wait for direction – Builds for the future – Takes personal ownership and accountability – Is resourceful in getting things done
- **Functional Expertise – Know Your Stuff**
  - Has the skills necessary to perform the job – Keeps current on trends, skills, and practices – Puts learning into practice
- **FOR PEOPLE MANAGERS: Team Builder – It's all about "We"**
  - Sets team goals and roles – Develops, motivates and empowers – Delivers constructive and encouraging feedback – Holds people accountable for results – Recognizes high performance
- **FOR PEOPLE MANAGERS: Change Leader – Change is the essence of life**
  - Challenges the current point of view – Puts changes in context for the team – Executes changes that impact the business – Is proactive and positive – Listens to and keeps the team up to speed