

EqualLevel

P2P Software Business Analyst

We are seeking a talented and ambitious professional with strong analytical skills, in-depth Procure-to-Pay (P2P) software technical knowledge and project management skills to join our growing team. In this role, your responsibilities will be:

Responsibilities

- Capture functional and non-functional requirements from EqualLevel customers.
- Translate customer requirements to technical requirements and specifications for the customer onboarding team, integration team and/or product management team to review and implement as customer deliverables, customization, or products.
- Provide guidance and assist customers in issue resolution activities.
- Create internal and external knowledge base documentation and how-to videos.
- Enable customers to achieve higher P2P maturity level by providing expert level advice on the procure-to-pay process and adoption of EqualLevel solutions.
- Perform analysis on customer data and needs to identify cost saving opportunities and maintain process compliance.
- Contribute as a member of the customer support team by continually looking for opportunities to improve our products and processes. Provide feedback to drive new features and enhance existing functionality.

Requirements

- 3+ years of experience as a software business analyst or technical support specialist.
- 2+ years of experience in eCommerce punchout site integration experience with expert level knowledge in cXML, EDI, and/or OCI standards.
- Exceptional analytical and critical thinking skills. Ability to take on a task and formulate a plan of approach.
- Ability to work on multiple customer engagements concurrently.
- Ability to thoroughly document and produce work products.
- Proficient with Google Apps and/or MS Office suite.
- Excellent verbal and written communication skills to be able to interface with customers directly
- Bachelor's degree with a major in Computer Science, Engineering, or related fields.
- Bachelor's degree in Computer Science, Engineering or Business Administration

Nice to have

- ERP (SAP, Oracle, Tyler, Frontline, NetSuite, etc.) support experience.
- Hands-on experience with SAML, XSLT, SOAP, REST, JSON, etc.
- Understanding of Software Development Life Cycle (SDLC) or Agile methodology
- Understanding of Procurement Life Cycle
- Experience with Atlassian JIRA and Confluence or a similar tool

Email résumé to info@equallevel.com to apply.



office 301.560.1492



equallevel.com



info@equallevel.com



11140 Rockville Pike
Suite 100-350
Rockville, MD 20852