



ABOUT JOST INTERNATIONAL

JOST International began as a small business during the early 1980's in Grand Haven, Michigan. Today, JOST International is part of JOST World with manufacturing and distribution centers that circle the globe. JOST International and JOST World have a tradition of success based on flexibility, technical know-how, entrepreneurial action and a close relationship with its employees. Our employees, our friendly work culture and our excellent work life balance initiatives are at the core of our business practices. With a diversified work force, we encourage you to find your fit and pursue your passions.

WHY YOU SHOULD WORK FOR JOST?

JOST International employs people who enjoy a culture of teamwork, who strive for personal and job growth and who have a dedicated, strong work ethic and want to succeed. We value our employees which is clearly evident with in our great pay and the many great benefits we have to offer.

WHAT WE OFFER OUR VALUED EMPLOYEES

- Direct Hire with a Growing Company
- Training, development and advancement opportunities
- Paid holidays and paid time off
- Medical, Dental & Vision Insurance after 60 days
- Company-paid basic life and AD&D
- Company matching 401(k) plan
- Free Health Clinic
- Shuttle bus transportation to and from work, if needed
- Friendly, team driven environment JOST is an equal opportunity employer and we proudly participate in e-verify.

JOB DESCRIPTION – GRAND HAVEN, MI LOCATION BUSINESS ANALYST

INTRODUCTION: This position reports to the Director of IT. It is solely accountable for the fulfillment of all assigned duties and has authority delegated commensurate with assigned responsibilities.

BUSINESS ANALYST (SD): The Business Analyst (SD) is an information technology professional who links IT with business processes. This position works closely with business users to discover the requirements for entering, retrieving and transporting data. Business processes are documented and modeled, with specific attention placed on data inputs and

outputs. These process models are then analyzed along with IT software applications to determine how technology can be better utilized to improve the business processes. This role may present or demonstrate product proposals and provide technical support to external customers before and after a sale. The Business Analyst (SD) **provides technical advice to the sales force to resolve product or service (ticket) requests regarding order management, EDI, technical and/or production issues.**

AREAS OF RESPONSIBILITY: Include, but are not limited to:

Solution Delivery

- Facilitate the implementation and support of SAP SD; including designing, customizing, configuring and testing SD and EDI order management processes
- Act as liaison between sales, production and technical teams and provides appropriate system solutions by identifying, validating and documenting complex customer business requirements
- Liaise as required with third parties regarding development and integration
- Participate in SAP and supporting application upgrade/rollout projects

Support

- Member of SAP support ticketing system: identifying, resolving and documenting SAP trouble tickets, functional designs, test cases and results
- Handle changes or emergency transports as needed for high priority issues
- Assist in the development of technical proposals and literature for enhancing customer operations
- Provide technical support and consulting services on both new implementations and existing support projects
- Actively identifies system functionality or performance deficiencies, executes changes to existing systems, and tests functionality of the system to maintain more effective data handling, data integrity, conversion, input/output requirements, and storage.

Training/Testing

- Provide scheduled and ad-hoc SAP SD and EDI training and user support as required
- Maintain up-to-date training matrices, business process documentation and other information within required company database(s) and applications.
- Document testing and maintenance of system updates, modifications, and configurations.
- Any additional duties that have not been specifically stated but which may be assigned, and those that are logically and properly inherent to this position.

REQUIREMENTS:

- Bachelor's Degree in Business Administration, Information Technology or a related field
- Minimum of two (2) years' experience within a manufacturing/industrial environment
- Must have SAP Sales and Distribution module experience and have a solid understanding of business processes around pricing and sales order management.
- Experience in EDI data translation, IDOC mapping, and/or API system integration preferred
- Proficient level of Microsoft Office 365 Suite
- Problem-solving and negotiation skills.
- Exemplary written, verbal, organizational, analytical and communication skills as well as good interpersonal skills.
- High level of attention to detail with a high level of accuracy in work.
- Capable of successful multi-tasking and the ability to handle multiple projects at various stages of completion, on time and within budget.
- Ability to make informed decisions with accuracy.
- Ability to travel to customer sites and/or between Grand Haven, MI and Greeneville, TN facilities as needed
- Ability to gain knowledge and understanding of JOST company safety, quality and basic processes.
- Ability to gain knowledge and understanding of JOST products, processes and customer requirements.

PHYSICAL REQUIREMENTS:

- Work is generally performed in an office setting and requires working on the plant floor some of the time.
- While performing duties of this job, the employee will regularly; sit, stand, walk, reach, bend, twist and occasionally will be required to stoop, kneel, lift or move objects of 51 pounds or less with or without assistance.