



POSITION: Senior Business Systems Analyst, IT **DATE:** July 2022

REPORTS TO: Senior Director, Information Technology **STATUS:** Exempt

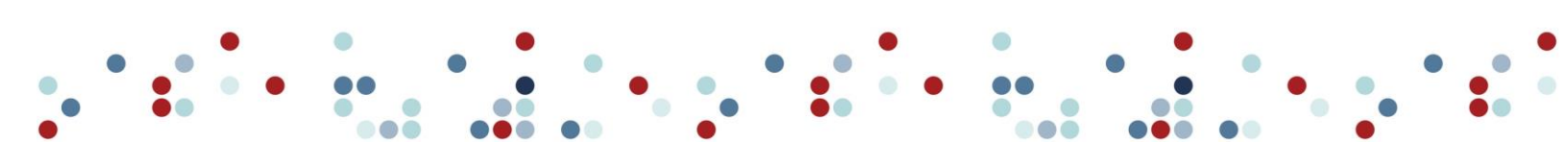
DEPARTMENT: Finance and Administration

ACCOUNTABILITY OBJECTIVE:

The Senior Business Systems Analyst ("Senior BSA") will consult and work closely with multiple functional area stakeholders and Information Technology Managed Service providers to understand and implement both strategic and tactical initiatives and projects. This role will provide business analysis, project and vendor management, and hands-on systems support for multiple technologies within the IT portfolio at Impel. The Senior BSA will play an active role in project life cycles by reviewing issues and providing recommendations and resolutions. This is a critical role that will help shape the future and success of the Information Technology function at Impel.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Work closely with functional stakeholders across Impel on developing business requirements for Information Technology solutions
- Independently gather requirements from the business customers and translate them to specific IT service requirements
- Provide solutions to new business ideas and concepts through technical methods.
- Prepare use cases and Computer System Validation deliverables in compliance with corporate SOP's
- Build project plans, engage resources, and drive implementation projects to successful completion, meeting defined requirements, managing scope, and keeping within project schedules and budgets
- Provide ongoing change control, maintenance, and end-user support for IT services.
- Manage outside vendors for IT projects and initiatives
- Troubleshoot and resolve issues with IT software and hardware
- Own execution of the IT onboarding process for new employees
- Ensure the security and compliance of all company laptops and devices
- Evaluate new technology solutions and support testing/implementation.
- Help shape Cybersecurity education and awareness across Impel
- Create and maintain IT procedures, guidelines, SOPs, and reports to support the organization



EDUCATION, EXPERIENCE AND/OR SKILLS REQUIRED

- Bachelor's degree in technology-related area, or the equivalent combination of training and experience
- 5+ years of experience working in an IT organization supporting business technology needs
- 3+ years biotech, pharmaceuticals, or life science industry experience
- Proven ability to lead cross-functionally and deliver projects on time, on budget and that meet well defined requirements and deliver value
- Skilled in technology integration and partnership development
- Experience in vendor management
- Experience in supporting Microsoft 365, including Azure AD, Exchange Online, SharePoint, and Teams
- Preferred experience in supporting the following technical areas: PC/laptop/iPad hardware, software, telecommunication, and networking
- Preferred experience providing remote support to users
- Preferred experience working closely with an outsourced Helpdesk Team
- Open minded; willing to learn and take on both “important” as well as “small” tasks and duties on different levels
- Where permitted by applicable law, must have received or be willing to receive the COVID-19 vaccine by date of hire

CULTURAL COMPETENCIES

- **Collaborative:** Works together in an intersection of common goals by sharing knowledge, learning and building consensus with others.
- **Flexibility:** Develops new or diverse strategies to achieve organizational goals. Able to lead in a changing and challenging work environment. Manages competing demands and unexpected events.
- **Ownership:** Demonstrates full ownership and takes accountability for the actions and execution of both self and the department.
- **Leadership:** Proven ability to lead diverse project teams without managerial responsibility for them.
- **Initiative:** Measures self against a standard of excellence. Demonstrates persistence and overcomes obstacles, takes calculated risks to accomplish goals. Ability to work a demanding, primarily self-directed work schedule.
- **Professionalism:** Works well in a fast-paced environment; treats others with respect and consideration; accepts responsibility for own actions. Understands business implications of decisions, aligns work with strategic goals. Meets deadlines and commitments.
- **Communication Skills:** Clearly and persuasively communicates verbally and in





writing. Listens and seeks clarification; manages difficult situations; maintains confidentiality.

- **Problem Solving:** Conducts appropriate analysis and makes clear, consistent, and timely decisions.
- **Detail minded:** Demonstrates accuracy and thoroughness; monitors own work to ensure quality and organization. Strong attention to detail while multitasking.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must have demonstrated ability to multitask in high pressure, changing conditions. Sitting, standing, stooping, and lifting of packages/laboratory equipment up to 30 pounds may be required.

WORKING CONDITIONS

When based in the office, expect a noise level typically moderate for offices and labs.

JOB LOCATION & ANTICIPATED TRAVEL

This role will be based in either Seattle, Washington, or Philadelphia, PA – to support Impel's two office locations. Work can be performed remotely, but some focused work at the Seattle and Philadelphia offices will be required. Travel up to 20% to meet the ongoing needs of the business.

