



Senior Business Analyst

We like to say O'Neil Printing is the “oldest start-up” in Arizona. A long-standing iconic brand with 116 years in the making, O'Neil started as a commercial printer and is transforming to a tech leaning company with print solutions expertise. We are fueling our growth through technology, automation, and innovative solutions. This includes a focus on dynamic print solutions, large format signage and lifecycle/direct marketing. Located in Phoenix, Arizona, O'Neil has a brand-new state of the art facility that is sure to Impress. We are currently growing at a record pace and are looking for awesome individuals to join our team.

Summary

The Senior Business Analyst is a critical member of the Information Technology team that oversees the frictionless workflow of project information across the company. The ideal candidate is looking for an opportunity to tackle technical challenges which solve concrete, real-world problems and to build innovative solutions in a fast-paced environment working with smart, passionate individuals. The Senior Business Analyst will lead strategic programs for our team. They will be responsible for developing relationships with stakeholders to align goals and priorities. They will define the requirements and business cases for critical platforms across the organization.

You are able to synthesize a variety of technologies and capabilities and translate them into tools and intelligence that solve specific pain-points. You actively contribute to platform design decisions, are innovative and data driven, and are laser focused on measuring and improving the success metrics of applications you own. Job requirements include incorporating process improvements, providing technical support and administration, and managing application integration across the company.

Role & Responsibilities

- Define product vision and implementation roadmap for a collection of product areas.
- Analyze current production workflow and manage discrete projects to continuously improve/streamline activities by leveraging new and existing functionality within the IMS.
- Develop process improvements and recommend elimination as needed; integrating new systems and processes with existing ones; and ensuring systems provided meet the long-term business strategies.
- Learn and fully utilize the ePS application offerings used, including Monarch, iQuote, eCRM, PrintFlow, and Process Shipper, and the related reporting requirements (Crystal Reports, SQL queries, etc.).
- Support integration with workflows within the Heidelberg Prinect suite of products, including Cockpit, Portal, Signa station, and Gang Assistant.
- Demonstrate up-to-date expertise in Information Systems by providing advice and guidance to others in the application of information and best practices.
- Monitor process improvements and communicate results to stakeholders using qualitative and quantitative information.



- Work with senior leaders in the organization to identify issues and opportunities related to process activities and tools.
- Provide administrative support, user controls/provisioning, and troubleshooting for internal users.
- Support staff adoption through quality training and creation of reference materials.
- Research and recommend new technology solutions that make a compelling use-case for the company.
- Serve as the primary liaison between O'Neil and third-party support for speedy problem resolution.
- Assist with ad hoc technical support requirements
- Perform other duties as assigned

Competencies

Deliver exceptional customer service to internal customers; show concern for the goals and needs of those that depend on IT services, the IMS, and/or on your work products. Ensure that quality work is completed on-time and with a high level of accuracy. Maintain a positive, professional, supportive attitude at all times; use diplomacy and tact to maintain harmonious and effective work relationships with co-workers.

Maintain up-to-date knowledge and skills including:

- Ability to work and problem-solve independently with minimal supervision
- Ability to develop, sponsor, or support the introduction of new and improved methods, products, procedures, or technologies
- Ability to manage discrete projects and timelines
- Ability to develop clear and well-scoped problem statements, drive-related projects to completion, and demonstrate measurable success.
- Ability to simply communicate technical information to non-technical stakeholders
- Ability to maintain a consistently high level of attention to detail
- Ability to comprehend complex technical topics and specialized information
- Ability to resolve incidents in a timely manner and to identify, correct and document root causes
- Ability to focus on and resolve IT owned issues in a timely manner
- Ability to use and configure computer programs, reporting tools, middleware and databases
- Knowledge of software or manufacturing process improvement
- Knowledge of web design and development concepts and tools
- Ability to learn and understand application programming, software integration and utilization of various databases including Microsoft SQL, Progress OpenEdge SQL, and Crystal Reports
- Ability to gain an in-depth technical knowledge of basic print production including digital printing, traditional printing, prepress and post production work
- Ability to gain an in-depth technical knowledge of ePS Enterprise Print Suite, Heidelberg Prinect Suite, and other tools used to support O'Neil Printing



Working Conditions & Physical Requirements

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, copiers, and specialized printers.

This is a full-time exempt position. Normal days and hours of work are Monday through Friday, 8 AM to 5 PM. Weekend and evening work may be required at times. Flexible work schedules can be arranged through management.

Physical requirements include walking, standing, sitting and must have the ability to lift approximately 20 pounds.

O'Neil Printing offers excellent benefits including:

- Comprehensive health, dental and vision benefits
- Paid Time Off
- ESOP (Employee-Owned Stock Program)
- Training and Development
- 401K Plan

For additional information or questions, please contact careers@oneilprint.com