

Business Systems Analyst
TekStak Group, Inc.
Westwood, MA 02026

- 📁 Full-Time
- + Medical
- \$ \$80k to \$100k per year

About TekStak Group, Inc:

TekStak Group Inc. is a dynamic and innovative company dedicated to providing cutting-edge technology solutions to our clients. We are committed to fostering a collaborative and growth-oriented environment where new talent can thrive.

Join TekStak to be part of a tech consulting firm, striving to innovate and increase customers' revenue through unifying business systems.

Who we are Looking For:

We are seeking an experienced and analytical Business Systems Analyst to play a key role in Salesforce implementations and business systems analysis. The ideal candidate has at least 3-5 years of hands-on experience in system analysis, business process optimization, and Salesforce administration. You will work closely with clients and internal teams to design, implement, and support Salesforce solutions that align with business goals.

Responsibilities:

- **Business & Systems Analysis:** Gather, document, and analyze business requirements, translating them into scalable technical solutions.
- **Salesforce Implementation & Support:** Assist in the design, configuration, and deployment of Salesforce solutions, ensuring optimal system performance and user adoption.
- **Process Improvement:** Identify inefficiencies in business workflows and recommend technology-driven improvements.
- **Stakeholder Collaboration:** Act as a liaison between technical teams, business users, and external partners to ensure successful project execution.
- **System Configuration & Customization:** Support Salesforce administration, including user management, security settings, automation (flows, process builders), and third-party integrations.
- **Testing & Deployment:** Conduct system testing, user acceptance testing (UAT), and deployment activities to ensure quality and functionality.
- **Technical Documentation & Training:** Create and maintain system documentation, training materials, and knowledge base articles for end-users.
- **Troubleshooting & Support:** Provide ongoing technical support, troubleshooting issues, and implementing enhancements as needed.

Qualifications:

- 3-5 years of experience in systems analysis, business systems administration, or IT consulting with a focus on Salesforce or other enterprise systems.
- Hands-on Salesforce administration experience (Salesforce Certified Administrator preferred).
- Strong understanding of relational databases, data modeling, and system integration concepts.
- Proven ability to work directly with clients, business stakeholders, and technical teams to translate business needs into system requirements.
- Experience with business process analysis, workflow automation, and reporting.
- Familiarity with Agile project management methodologies is a plus.
- Strong troubleshooting skills and ability to diagnose system issues efficiently.
- Excellent communication, documentation, and presentation skills.

Preferred Skills:

- Experience with Salesforce declarative development (Flows, Process Builder, Validation Rules).
- Knowledge of APIs, system integrations, and data migration tools.
- Familiarity with ERP, CPQ, or other CRM platforms.
- Experience with Microsoft Office 365 (Excel, Outlook, Word, OneNote).

Strong analytical skills with the ability to assess complex business processes and recommend solutions. The ideal candidate for this position will embody these three qualities: humble, hungry, and smart. We are seeking individuals who are self-aware, driven, hard-working, emotionally intelligent, and able to work effectively with others. By prioritizing these qualities in our team members, we aim to create a culture of collaboration, innovation, and success.

What We Offer:

- Comprehensive training and mentorship in business analysis and Salesforce administration.
- Opportunities for professional development and career advancement.
- A supportive and collaborative work environment.
- Competitive salary and benefits package.

Working Conditions:

The Business Systems Analyst is a hybrid position out of Westwood, MA with occasional travel to Hartford, CT. There may be times when working outside of regular business hours to support critical business needs and project deadlines are required. The role may require occasional travel to visit customer locations, attend training, or attend conferences.