

DCNE is currently seeking a full-time Business Analyst to join the team at the Malden, MA location, Monday-Friday. Competitive salary plus incentive offered, including medical, dental and 401K.

**Position Summary:** The Business Analyst works with the Director of Operations to analyze and understand customers' business problems, translate them into requirements for development, and coordinate acceptance and launch of solutions that solve those problems in a compelling way. The Business Analyst will be involved heavily in eCommerce development including feature scoping, testing, training, and documentation.

**Primary Responsibilities** include but are not limited to the following:

- Test new eCommerce features after each development sprint and communicate findings to development team via Basecamp prior to release
- Participate in weekly touchpoint calls and monthly workshops with development team.
- Create and disseminate internal and external release notes on a monthly cadence.
- Increase eCommerce adoption rate through regular training
- Monitor features with low engagement, and work with sales managers to boost adoption
- Translate business objectives and strategies into actionable tasks.
- Utilize wireframes when necessary to convey changes to eCommerce front-end
- Maintain back-end data model for Product Information Management (PIM) tool
- Working closely with team members during development and product launches
- Respond to level 1 support tickets created from our Cool Calc application users
- Delegate data enrichment tasks to buyers and monitor progress
- Assist buyers with data enrichment when possible

**Basic Qualifications:**

- Bachelor's level degree in Business Administration, Computer Science, Accounting, Engineering or relevant field
- Minimum 2-3 years' relevant analyst experience or in lieu of a degree
- Experience working as an analyst on an eCommerce project is a plus
- Working knowledge of ticketing systems (Basecamp, confluence, Jira, or equivalent)
- Ability to translate business needs into technical scopes. General IT knowledge +
- Must be able to work in an Agile work environment and deliver results in quick sprints to keep projects on track.
- Strong ability to manage multiple activities in a deadline-oriented environment; highly organized and flexible.
- Exceptional listening, verbal and written communication skills.
- Strong Microsoft Office skills
- Ability to work independently and jointly in unstructured environments in a self-directed way.