

BUSINESS SYSTEMS ANALYST

Introduction

Computer Solutions is currently adding a Business Systems Analyst to our team of highly trained professionals. The selected candidate will support reporting, analytics, business applications, and process improvement initiatives across the organization. This role will partner with stakeholders to improve data visibility, support business systems, and identify opportunities for automation and operational efficiency.

Computer Solutions offers an array of information technology products and services primarily to the South Texas region. Over the years, we have forged strong strategic alliances with leading IT service providers including Cisco, Microsoft, HP Inc, HP Enterprise, VMware, Rubrik, HPE Nimble, F5, Microsoft Azure, Microsoft365 to name a few. In addition to hardware and software product sales, we are frequently our clients' primary contact for professional and consulting services such as Managed Services, Unified Communications, Network Infrastructure, and Server and Desktop Virtualization. Our record of success is clear—our client base has grown to approximately 300 companies across San Antonio and South Texas leading to tremendous annual revenue growth from \$1 million in 1984 to \$92 million in 2025. Our valued workforce of over 80 highly trained and certified staff creates the culture of success within Computer Solutions, having been rated the #3 Best Companies to Work for in San Antonio in 2025 by the San Antonio Business Journal.

Position Summary

The Business Systems Analyst supports reporting, analytics, business applications, and process improvement initiatives across the organization. Reporting to the Director of Business Systems, this role partners with stakeholders across the company to improve data visibility, deliver actionable reporting, support business systems, and identify opportunities for automation and operational efficiency. Experience with NetSuite is strongly preferred.

Success in this role is measured by the timely delivery of accurate, useful reports and dashboards; improved data visibility, reporting adoption, and stakeholder support; reduced manual work through automation and process improvements; reliable business systems support and successful delivery of enhancements; and improved data quality, documentation, and user experience.

Responsibilities

- Develops and maintains operational, financial, and management reports, dashboards, KPIs, and scorecards.
- Creates and maintains NetSuite saved searches, reports, dashboards, KPIs, and SuiteAnalytics workbooks.
- Supports Power BI reporting and dashboard initiatives.
- Partners with stakeholders to understand reporting needs and translate them into meaningful insights.
- Validates data accuracy, investigates reporting discrepancies, and supports data quality improvements.
- Gathers, analyzes, and documents business requirements from stakeholders across the company.
- Identifies opportunities to improve processes, reduce manual work, and increase efficiency through technology.
- Assists with workflow design, process standardization, and automation initiatives.
- Provides functional support for NetSuite and other enterprise business applications.
- Assists users with application functionality, reporting, and business processes.
- Troubleshoots application issues and coordinates resolution with vendors and implementation partners.
- Supports testing and validation of system enhancements, integrations, upgrades, and new functionality.
- Maintains system documentation, user procedures, and training materials.

- Assists in supporting integrations between NetSuite and other business applications.
- Supports APIs, data imports and exports, data synchronization, scripts, and automation initiatives.
- Monitors integration activity and assists with troubleshooting data or system issues.
- Collaborates with internal stakeholders and external partners on system enhancements.

Preferred Experience, Education and Skills

- Bachelor's degree in business, information systems, computer science, or equivalent experience.
- 2-5 years of experience in business systems, reporting, analytics, or a related role.
- Experience developing reports, dashboards, and business analytics.
- Experience gathering and documenting business requirements.
- Strong analytical, problem-solving, communication, and organizational skills.
- Experience with NetSuite reporting, saved searches, dashboards, KPIs, and SuiteAnalytics strongly preferred.
- Experience with Power BI or a similar business intelligence platform preferred.
- Experience supporting ERP, CRM, PSA, or other enterprise applications preferred.
- Familiarity with APIs, integrations, workflow automation, data management, or scripting preferred.
- Experience with ConnectWise PSA and/or HubSpot is a plus.
- Experience with Microsoft Power Platform, including Power BI, Power Automate, and Power Apps is a plus.
- Experience with SQL, SuiteScript, data analysis, or integration technologies is a plus.