



# Business Consultant

## Location Flexible: Onsite in Wheaton, IL or Remote Nationwide

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**Computer System Innovations** is looking for an experienced **Business Consultant** to join our talented Consulting team. The Business Consultant at CSI is a highly skilled functional consultant demonstrating the ability to discuss core business functions and process with client teams. The Business Consultant demonstrates leadership and flexibility who can build rapport with clients, team members, and managers in a consulting context. The Business Consultant is knowledgeable in several disciplines including but not limited to: Business Process Analysis, Software Systems Configuration and Implementation, Testing and Quality Assurance, and Client Relationship Management.

The position of a Business Consultant is a highly specialized position with a plethora of challenges and responsibilities. Business Consultant's main responsibility is to understand a client's business processes and needs and be able to identify improvement opportunities. The Business Consultant designs and documents workflow, manages and provides solutions to new business needs, and configures and tests solutions that meet client requirements. To be effective, the Business Consultant must be comfortable challenging the status quo and helping clients rethink the way they deliver value to their respective clients, members, and other constituents. The Business Consultant liaises between clients, 3rd parties, and CSI's cross-functional internal teams to deliver sustainable solutions to Associations, Non-Profits, and Chapter-based organizations.

## About us

Computer System Innovations, Inc. is a dynamic, team-oriented consultancy committed to providing value-added software solutions and support. We are a leading provider of consulting services to the association and iMIS user community. We value hard work, outstanding customer service, and the ability to have fun while doing what we do best.

## Responsibilities

- Ability to identify current state and future state business processes through business process modeling and workflow definition - ability to identify problems, opportunities, and re-engineering processes for improvement.
- Serves as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow. Be the liaison between the business units, technology teams and support teams.
- Manage any change requests / scope changes related to the working project plans daily to meet the agreed deadlines.
- Work directly with clients on developing and managing their strategic business plan.
- Collect and analyze business requirements and transfer the same knowledge to the technical team(s).
- Elicit requirements using any combination of the following: interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
- Provide suggestions to technical teams during the project lifecycle to meet the client's business needs.
- Prepare accurate and detailed requirement specifications documents, user interface guides, and functional specification documents and obtain sign-off from the appropriate client.
- Design and execute test scripts and test scenarios.
- Successfully participate in multiple projects / initiatives simultaneously
- Maintain a flexible, positive attitude when troubleshooting client issues.
- Be a self-starter, help others, pitch in, contribute.



## Qualifications

- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Ability to analyze and document complex business processes.
- Ability to make effective decisions under pressure.
- Ability to think analytically and should be a problem solver.
- Ability to gather and interpret relevant data and information.
- Working knowledge of Microsoft Office suite (Access, Excel, PowerPoint, Word, Visio)
- Business process discovery, evaluation, and re-engineering.
- IT systems implementation.
- Experience working with or for associations and/or non-profits.
  
- Experience working with AMS, CRM, or other large-scale packaged applications
- A genuine interest and passion for learning and using technology, so that passion is visible to the team.
- SQL, Crystal Report, SSRS, Exago, and Business Intelligence reporting knowledge are a plus.

Our benefit package includes health, dental, vision insurance, 401(k), and much more!

All applicants applying must be authorized to work in the United States.