



<https://excelnearshore.com/job/senior-business-systems-analyst/>

Senior Business Systems Analyst

Description

Excel Nearshore is seeking a **Senior Business Systems Analyst** to support the managed services environment of a leading global company in the MedTech industry. In this role, you will lead business discovery, process mapping, and documentation efforts across enterprise platforms, serving as the link between business stakeholders and technical teams.

You will gather and document business requirements, facilitate discovery workshops, and develop process, data flow, and system documentation that supports service delivery, onboarding, and operational excellence across Oracle E-Business Suite, Salesforce, and enterprise integration platforms. This is a hands-on individual contributor role that collaborates closely with cross-functional SMEs to build and maintain the foundational knowledge required for a successful managed services engagement.

This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

- **Discovery & Stakeholder Elicitation**
 - Plan and facilitate discovery workshops with client business and IT stakeholders to capture end-to-end business processes, pain points, and system touchpoints.
 - Apply structured elicitation techniques such as interviews, facilitated workshops, job shadowing, and document analysis to surface tacit knowledge not captured during initial Knowledge Transfer.
 - Build and maintain a stakeholder map across business units and the client IT organization; coordinate and sequence SME time across business towers.
- **Business Process & System Mapping**
 - Model current-state (as-is) business processes and map them to the underlying system design, configuration, and architecture across Oracle EBS, Salesforce, and the integration layer.
 - Produce process maps, swimlane and workflow diagrams, data-flow diagrams, and system context diagrams using Miro (or equivalent) as the primary collaboration and deliverable platform.
 - Trace end-to-end flows across Oracle supply chain, manufacturing, and financial modules; Salesforce Sales, Service, and Revenue Cloud; and MuleSoft and legacy Oracle SOA integrations, identifying handoffs, dependencies, and failure points.
 - Reconcile business intent with actual system behavior; document gaps, workarounds, and undocumented customizations.
- **Documentation & Knowledge Base**
 - Build the authoritative knowledge base for the engagement: SOPs, runbooks, troubleshooting guides, and KB articles grounded in validated process and system understanding.
 - Establish documentation standards, templates, and taxonomy; ensure traceability from business process to system to support

Hiring organization

Excel Nearshore

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Indefinite

Industry

MedTech

Job Location

Costa Rica

Remote work from: Costa Rica

Date posted

July 9, 2026

procedure.

- Convert tribal knowledge into structured, maintainable artifacts; institute a cadence to keep documentation current as configurations change.
- Partner with tower leads (Oracle, Salesforce, Infrastructure, Help Desk) to validate accuracy and drive adoption of the knowledge base.

- **Analysis & Continuous Improvement**

- Conduct fit-gap and root-cause analysis on recurring incidents; identify the process and documentation gaps driving ticket volume and propose improvements.
- Feed process insights into SLA governance and QBRs; quantify documentation coverage and its impact on MTTR and onboarding time.
- Identify opportunities for AI-assisted documentation, knowledge retrieval, and process automation across the engagement.

- **Compliance & Governance**

- Ensure documentation aligns with the client's regulated-industry requirements (FDA traceability, PHI handling), ISO 27001 controls, and Quality System procedures.
- Support change management and the Change Advisory Board (CAB) by maintaining the accurate process and system documentation of record.

Success Metrics

- Establish a validated current-state process and system map covering the engagement's critical business flows within the first 6 months, with SME/stakeholder sign-off.
- Deliver the authoritative knowledge base – SOPs, troubleshooting guides, and KB articles across all eight service towers, achieving 90% documentation coverage of high-volume incident types.
- Reduce MTTR and repeat-incident rate through improved documentation and root-cause analysis (target 15% YoY).
- Cut new-contractor onboarding and ramp time through reusable process and system documentation.
- Maintain documentation currency with zero material drift at quarterly review.
- Achieve CSAT and QBR feedback confirming improved knowledge quality and delivery predictability.

Qualifications

- 8+ years as a Business Systems Analyst / Business Analyst at the enterprise level, balancing business-process analysis with hands-on systems analysis in complex, integrated environments.
- Demonstrated mastery of business-process mapping, workflow modeling, and requirements elicitation; fluency with BABOK-aligned techniques.
- Proven experience facilitating discovery workshops and producing deliverables in Miro (or comparable tools such as Lucidchart, Visio, or Signavio).
- Strong working knowledge of enterprise ERP and CRM ecosystems — Oracle E-Business Suite (supply chain, manufacturing, and financials) and Salesforce (Sales, Service, and Revenue Cloud) — sufficient to map business processes to system design and architecture. Deep single-platform configuration expertise is not required, but the candidate must be conversant in how these systems are structured and integrated.
- Understanding of integration architectures (MuleSoft and/or Oracle SOA

middleware) and how data flows across ERP, CRM, and integration layers.

- Ability to read data models and trace transactions across systems; SQL literacy a strong plus.
- Experience in regulated industries (healthcare/medtech preferred); familiarity with FDA traceability, PHI handling, and ISO 27001.
- Familiarity with ITIL/ITSM processes and managed-services delivery models.
- Exceptional communication and facilitation skills; able to elicit from and influence stakeholders ranging from shop-floor and functional SMEs to client executives.
- Bachelor's degree in Business, Information Systems, Engineering, or a related field.

Preferred Qualifications

- CBAP or PMI-PBA (or equivalent business analysis certification) strongly preferred.
- ITIL Foundation preferred.
- Oracle EBS and/or Salesforce foundational credentials a plus.

Job Benefits

Grow into a Lead Business Systems Analyst or engagement documentation function owner as the practice scales; pursue CBAP, PMI-PBA, or platform certifications with sponsorship; lead AI-augmented delivery and knowledge-management initiatives; cross-train across Oracle EBS and Salesforce ecosystems; and gain broad exposure to enterprise medtech operations and managed-services strategy.

Contacts

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