

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

Senior Business Systems Analyst

Hiring organization
Excel Nearshore

Employment Type
Full-time

Beginning of employment
ASAP

Duration of employment
Indefinite

Industry
MedTech

Job Location
Costa Rica / México
Remote work from: Costa Rica / México

Date posted
November 2, 2026

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. You will lead discovery, business process mapping and documentation for the engagement, connecting the client's business processes to how its systems are designed, configured and supported. The process and system knowledge you build becomes the foundation of the engagement's knowledge base and drives SLA performance, faster onboarding and lower delivery risk.

This is a fully remote position from Costa Rica or México.

Responsibilities

- **Discovery.** Plan and run workshops, interviews, job shadowing and document reviews with business and IT stakeholders to capture end-to-end processes, pain points and knowledge missed in the initial knowledge transfer. Keep a stakeholder map and schedule SME time across towers.
- **Process and system mapping.** Model current-state processes and map them to system design, configuration and architecture across Oracle EBS (supply chain, manufacturing, financials), Salesforce and the integration layer, using Miro or an equivalent tool.
- **End-to-end tracing.** Trace flows across modules and integrations to find handoffs, dependencies, failure points, workarounds and undocumented customizations.
- **Knowledge base.** Build the SOPs, runbooks, troubleshooting guides and KB articles of record. Set documentation standards, templates and taxonomy that trace from business process to system to support procedure and keep them current as configurations change.
- **Tower partnership.** Validate content with the Oracle, Salesforce, Infrastructure and Help Desk tower leads and drive adoption of the knowledge base.
- **Root cause and improvement.** Run fit-gap and root-cause analysis on recurring incidents, feed findings into SLA governance and QBRs, and measure how documentation coverage affects MTTR and onboarding time.
- **AI and automation.** Identify opportunities for AI-assisted documentation, knowledge retrieval and process automation.
- **Compliance.** Keep documentation aligned with FDA traceability, PHI handling, ISO 27001 controls and Quality System procedures, and support the Change Advisory Board with the documentation of record.

Success Metrics

- **Current-state process and system map:** Critical business flows mapped and signed off by SMEs within the first 6 months
- **Knowledge base coverage:** 90% documentation coverage of high-volume incident types across all service towers.
- **MTTR and repeat incidents:** 15% reduction year on year.
- **Onboarding:** Shorter ramp time for new contractors through reusable

documentation.
- **Documentation currency:** No material drift at quarterly review.
- **Client feedback:** CSAT and QBR feedback confirm better knowledge quality and delivery predictability.

Qualifications

- **Experience.** 8+ years as a Business Systems Analyst or Business Analyst in complex, integrated enterprise environments, including regulated industries.
- **Analysis.** Expert in process mapping, workflow modeling and BABOK-aligned requirements elicitation, with a track record of facilitating discovery workshops in Miro, Lucidchart, Visio or Signavio.
- **ERP and CRM.** Working knowledge of Oracle EBS and Salesforce sufficient to map processes to system design. Deep single-platform configuration expertise is not required.
- **Integration.** Understanding of MuleSoft or Oracle SOA and of data flows across ERP, CRM and middleware; able to read data models and trace transactions across systems.
- **Service management.** Familiarity with ITIL/ITSM processes and managed services delivery.
- Able to elicit from and influence everyone from shop-floor SMEs to client executives.
- **Education**. Bachelor's degree in Business, Information Systems, Engineering or a related field.

Preferred Qualifications

- **Industry.** Healthcare or medtech experience, with familiarity with FDA traceability, PHI handling and ISO 27001.
- **Technical.** SQL literacy.
- **Certifications.** CBAP or PMI-PBA (strongly preferred), ITIL Foundation, Oracle EBS or Salesforce foundational credentials.

Contacts

Aarón Acuña Cordero | **Human Talent Director**

aaron.acuna@excelnearshore.com