

**Title:** Sr. Business Analyst, Commercial Systems

**Department:** Commercial Systems

**Location:** Marlborough, MA

### About Akoya Biosciences, Inc.

Akoya Biosciences, Inc., The Spatial Biology Company™, is a well-funded and growing company that is developing powerful staining and imaging tools that enable scientists and clinical researchers gain a better understanding of complex diseases such as cancer and autoimmune disorders. Our CODEX® platform assesses more than 40 protein markers in a single sample and is ideal for biomarker discovery. Our Phenoptics platform, the industry standard for multiplex immunofluorescence (IF)/immunohistochemistry (IHC), provides the assay robustness and throughput necessary for translational research studies of large numbers of samples. Adoption by leading academic medical centers and pharmaceutical companies, as well as close collaborative relationships with KOLs, has resulted in a pipeline of new innovative products and services which will continue to set the standard and give Akoya healthy growth for years to come.

### Summary:

As a member of the Commercial Systems Team, the **Senior Business Analyst** will work closely with key stakeholders across the business to identify and document requirements and business needs, evaluate solutions and lead efforts to design, implement, document, test and support commercial system initiatives, specifically focusing but not limited to NetSuite.

### Key Responsibilities:

- Provide leadership, functional and technical guidance, and support for the implementation of NetSuite's Warehouse Management System (WMS), or similar WMS, including warehouse inventory management, kitting, and pick, pack, and fulfillment
- Partner with key stakeholders to elicit and document clear requirements, effectively communicating requirements to the Commercial System Team, and supervising the change management release process
- Manage backlog of system change requests, ensuring that the team is doing the right things at the right time in the right way
- Lead the demonstration of changes to the business, documenting feedback, and effectively communicating any changes to the Commercial Systems Team
- Document release notes for key system project and enhancements
- Create test scripts/scenarios for user acceptance testing (UAT), as required
- Lead and manage UAT sessions, including documenting feedback and bugs
- Create/update user guides/supporting documentation, as required
- Conduct training sessions for new features or enhancements
- Provide post go-live support, including documenting feedback and bugs
- Effectively communicate feedback and bugs to Commercial Systems team, track progress, and provide feedback to users in a timely manner
- Document workflows and detailed procedures for key business processes
- Build and maintain relationships with key stakeholders
- Mentor Associate Business Analyst
- Come prepared to daily stand-up meetings to provide updates on assigned tasks
- Other duties as required

### Required:

- Bachelor's degree ideally in a scientific, quantitative, or technological field

- Minimum 6 years of proven experience as a Business Analyst (eliciting and documenting clear business and system requirements, user stories, process/workflow mapping and design, CRM/ERP system testing and validation, creating test scripts and conducting UAT)
- Minimum 3 years of proven experience with NetSuite, with deep domain experience with Supply Chain Management, including NetSuite's Warehouse Management System (WMS) or similar WMS
- Experience with NetSuite Demand Planning/MRP functionality
- Experience with CRM platforms, preferably Salesforce
- Ability to work independently in a fast-paced environment
- Strong sense of ownership with demonstrated ability to drive tasks/projects to completion
- Ability to solve complex problems
- Excellent written and verbal communication skills with the ability to build relationships
- Strong attention to detail
- Proficient in Excel, Word, PowerPoint, and Visio

**Preferred:**

- NetSuite Certification(s)
- Experience with NetSuite Order Management and Accounting
- Knowledge of an agile framework or method (i.e. Scrum, Kanban), or understanding of software development life cycle models
- Knowledge of ITGC and Sarbanes-Oxley (SOX)
- Experience with Salesforce (Sales Cloud, Service Cloud, FSL, B2B Commerce)
- Experience with Arena Solutions
- Experience with Celigo
- Experience with MS Teams
- Experience with JIRA
- Experience with KACE Help Desk

Apply at: [careers@akyabio.com](mailto:careers@akyabio.com)