

Business Analyst

(GLOBAL LOGISTICS)

Baltimore, MD 21230 (Locust Point/McHenry Row)

When the freight market exploded, Shapiro relied on our expertise, adaptability, and one another! In a world facing new challenges, a nimble but steady ship is more important than ever. Is there a seat on our boat for you?

Shapiro's Business Analyst will facilitate technology development and ensure that those tools are thoroughly evaluated through meetings with our leadership team, project stakeholders, business units, and I.T. You will elicit business requirements from product owners and subject matter experts to create clear written requirements for communication with the software developers.

Drive, accountability, & communication are key to accomplish our project goals in the ever-changing world of customs brokerage and international freight forwarding.

***Telecommute:** For candidates outside of the immediate MD area, we will designate you as a telecommuter to work from home in VA, NJ, PA, NY, SC, NC, FL, or GA. For Baltimore residents: Our branch is located in Baltimore, MD (Locust Point) and hybrid work will be required (2-3 days per week in the office) in the near future.

Shapiro has been solving international freight puzzles for 106-years but continues to evolve. We are proud to be a woman-owned company and named as a Best Place to Work. We are an extension of our clients' strategies, ambitions, and objectives.

JOB DESCRIPTION

Shapiro seeks a Business Analyst with the ability and desire to drive development projects forward, hold participants accountable, manage system requirements, and guide Shapiro to our end goals with gusto!

Typical duties:

- Participate with corporate leadership and other departments to strategize, develop, and design concepts or products aligned with Shapiro's vision.
- Facilitate and lead meetings to collaborate on solutions.
- Collaborate with Product Owners and subject matter experts to gather requirements for system fixes, enhancements, and new products/tools.
- When the Business Analyst has the knowledge, they support and could supplement the Product Owner(s) in areas such as User Acceptance Testing (UAT) and internal documentation.
- Lead and perform detailed requirements analysis, evaluate business processes, audit, and recommend areas for improvement.

- Evaluate product developments to create fluid & cohesive systems.
- Gather information from team meetings, write requirements, and create tickets in Jira to communicate development needs. Then, you manage those Jira submissions, monitor deliverables, and ensure timely completion inclusive of priority from Product Owners.
- Understands the goal of enhancement requests and new product requests and assures that we are working to achieve these outcomes. Works with, or involves, I.T. resources to offer understanding of technical capabilities to the team.
- Stays informed of industry trends and regulatory requirements related to customs brokerage & international logistics.

SKILLS

Ability to remain engaged and focused. Excellent written and verbal communication skills. Ability to generate creative solutions and/or problem-solve. Project management experience to handle a variety of projects & tasks. Ability to utilize current tech tools to increase efficiency and innovate solutions.

- Active listener. Ability to lead cross-functional teams.
- Strong computer/tech skills (Proprietary databases, Microsoft Office products, and Adobe products).
- Critical thinker. Must be flexible, organized, detail-oriented, and team-oriented.
- Possesses excellent written and verbal communication skills; must be able to exchange information and project directions clearly with team members.
- Ability to interact with all individuals within the organization and be able to communicate information to customers and vendors.
- Adaptable and capable of working in fast paced environment.

EDUCATION AND EXPERIENCE

- Seeking 5+ (five) years of business management, process management, logistics, customs brokerage, supply chain, and/or software development preferred. Experience with Cargo Wise (CargoWise1) would be a plus.
- Associate's degree or tech-school degree in business, information technology, project management, or equivalent combo of educational & professional experience.
- FLSA Exempt - EOE

ABOUT SHAPIRO

Shapiro is a third-generation family-owned international shipping and logistics business, founded in 1915. For over a century, Samuel Shapiro & Company, Inc. has provided full door-to-door capabilities and proudly serves as a one-stop-shop for Customs brokerage and international freight forwarding services. It's simple – We Deliver. Problem Solved.

Please send all resumes via email to: Rich Lucas, Corporate Recruiter rich@shapiro.com