



Title: Associate Business Analyst, Commercial Systems

Location: Marlborough, MA

About Akoya Biosciences, Inc.

Akoya Biosciences, Inc., The Spatial Biology Company™, is a well-funded, emerging growth 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:

The Associate Business Analyst will be a key member of the Commercial Systems team whose main responsibility will be to lead the testing and validation of enhancements to key Commercial Systems, including validating against documented business requirements, creating test scripts and conducting and managing user acceptance testing, conducting user training, and providing post go-live support.

Key Responsibilities:

- Commercial Systems team lead for testing and validating system enhancements against documented business requirements
- Create test scripts/scenarios for user acceptance testing (UAT)
- Lead and manage UAT sessions, including documenting feedback and bugs
- Create/update user guides/supporting documentation
- 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
- Assist with gathering, defining and documenting business requirements for enhancements to commercial systems
- Support change management for the implementation of enhancements to commercial systems including CRM, ERP and Quality Management
- Build and maintain relationships with key stakeholders
- 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 of 3 years of relevant experience (requirements definition, process/workflow design, CRM/ERP system testing and validation, creating test scripts and conducting UAT)
- Experience working with commercial systems including CRM and ERP platforms
- 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, and PowerPoint

Preferred:

- Proficient in Visio
- Knowledge of an agile framework or method (i.e. Scrum, Kanban), or understanding of software development life cycle models
- Knowledge of IT change management policies and procedures
- Experience with Microsoft Teams
- Experience with Salesforce
- Experience with NetSuite
- Experience with Arena Solutions
- Experience with Celigo