

# Business Analyst, API Platform

JD-0048

## Key Responsibilities

- Lead discovery sessions with customers and internal stakeholders to elicit, analyze, and clarify integration requirements for API and EDI-based solutions.
- Translate vague or high-level integration requests into detailed, testable API and EDI specifications, including clear request/response definitions and edge cases.
- Map customer integration patterns and data flows to the existing API and EDI capabilities, identifying gaps and proposing enhancements or workarounds.
- Develop and maintain comprehensive EDI mapping documentation (e.g., 204, 214, 990, 997, 856, 810) across rail, bulk, and intermodal logistics.
- Profile and analyze inbound and outbound EDI and API traffic to identify standardization opportunities and reusable patterns.
- Create and maintain requirements documentation, user stories, and acceptance criteria for integration projects in collaboration with product and engineering.
- Use tools such as Postman or Bruno to validate API contracts, test integration scenarios, and support troubleshooting during onboarding.
- Collaborate closely with professional services and implementation teams to support customer onboarding, including clarifying requirements, resolving integration issues, and ensuring timely delivery.

## Required Skills

- Strong experience as a Business Analyst in integration-heavy enterprise SaaS environments (5–8 years).
- Deep understanding of EDI message structures and logistics use cases, especially 204, 214, 990, 997, 856, and 810 for rail, intermodal, and bulk.
- Proficiency with JSON and XML, including schema design, validation rules, transformations, and data mapping.
- Hands-on experience with API contract documentation, including request/response structures, error handling, and edge-case definition.
- Practical knowledge of API testing tools such as Postman, Bruno, or equivalent.
- Understanding of common integration patterns (synchronous vs. asynchronous, webhook vs. polling).
- Basic understanding of OAuth flows and authentication/authorization patterns.
- Proven ability to conduct customer integration discovery and distinguish between stated wants and underlying business/technical needs.
- Strong requirements documentation skills for integration projects (functional specs, data mapping, sequence flows, and acceptance criteria).
- Ability to communicate comfortably and effectively with technical stakeholders, including customer developers and integration leads.
- Demonstrated track record of turning ambiguous integration requirements into clear, implementable API and EDI specifications.

## Good to Have Skills

- Experience in the logistics, transportation, or supply chain domain, particularly with multimodal freight (rail, bulk, intermodal).
- Familiarity with API management platforms and developer portals.
- Knowledge of event-driven and message-based integration architectures (e.g., message queues, pub/sub).
- Exposure to enterprise integration tools (iPaaS, ESB, or similar).
- Experience working within Agile/Scrum delivery environments, including backlog grooming and story refinement.
- Understanding of data quality, data governance, and monitoring practices for integrations.
- Experience with version control for specifications and artifacts (e.g., Git-based workflows).
- Prior involvement in customer onboarding and professional services for enterprise SaaS.

**Experience Required**

5 to 8 years of relevant Business Analyst experience in integration-heavy enterprise SaaS environments.