
Business Analyst

Reports To: Director, IT Business Consulting

POSITION PURPOSE:

The Business Analyst will serve as an integral liaison between technical staff and the business staff, ensuring that support and development undertaken by IT are in line with business requirements. A balance of technical and business analysis skills are required to perform duties; including: requirements gathering, preparing project specifications, providing project lead services for some projects, providing business analysis services for projects and little if any coding activities.

RESPONSIBILITIES - ESSENTIAL JOB FUNCTIONS:

1. Demonstrates the company's corporate values.
2. Establish project requirements using interviews, document analysis, surveys, business process descriptions, case scenarios, business analysis, task and workflow analysis. Ensure all stakeholders are involved in requirements gathering activities.
3. Analyze and document accurate and detailed requirement specification documents, user interface guides, functional specification documents, business processes and workflows. Effectively organize and categorize large amounts of information provided by stakeholders.
4. Develop business cases for candidate projects. Identify costs and benefits for potential projects to aid decision makers in selecting high value projects for their organization.
5. Evaluate information that is acquired and reconcile conflicts and/or challenge assumptions to ensure the utmost quality outcome for the client. Identify alternative solutions for solving business problems and objectively recommend solutions based on evidence collected during analysis.
6. Develop test cases and conducts appropriate testing prior to software deployment. Evaluate commercial, off the shelf (COTS) software or software as a service (SaaS) solutions when appropriate for solving client business requirements.
7. Provide linkage between the client's business, technical staff, and any third-party vendors regarding the project requirements throughout the development life-cycle.
8. Collaborate with developers and subject matter experts to determine usability and performance needs as part of establishing the technical vision.

9. Determine which techniques and artifacts should be used for each project based on size, complexity and stakeholders.
10. Respond to changing organizational priorities. Manage change requests relating to the project plans daily to meet the agreed deadlines. Mitigate risks ensuring project success.
11. Work closely with project managers and assists with project planning. Provide project services when necessary.
12. Resolve conflict and issues when necessary.
13. Design and execute test scripts and test scenarios. Coordinate with the various business units who test, validate, evaluate new applications and functions, and determine issues in services and software.
14. Perform various administrative tasks including status reports, time recording, etc.
15. Perform any special duties as assigned by the supervisor.

RESPONSIBILITIES - SUPPLEMENTAL JOB FUNCTIONS:

Maintains knowledge of current trend and developments in the field by reading appropriate books, journals and other literature and attending related conferences and seminars.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Minimum of a Bachelor's degree in Business, Information Systems or similar discipline plus 3 years of Business Analyst experience with 2 years of experience driving the specification development for major systems.
2. Experience in modeling business processes and conducting requirements gathering for projects of all sizes and scope. A general understanding of related methodologies and tools is expected.
3. Exceptional analytical and problem solving skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
4. Excellent oral and written communication skills. Ability to listen effectively as well as provide verbal and written communication.
5. Excellent interpersonal and relationship-building skills. Effectively works with people at all levels of the organization.
6. Excellent organizational skills. Ability to balance multiple projects while remaining focused on the needs of end users, clients and the Project Manager.
7. Ability to work independently or as a member of a team of technical professionals.
8. Knowledge of web development or application development.

9. Knowledge of developing in Microsoft technologies a plus.

10. Desire for continued education and certification as it relates to the position.

EQUIPMENT TO BE USED:

Must be able to operate personal computer, laptop and other standard office machines such as fax, copy machine, calculator, telephone, etc.

TYPICAL PHYSICAL DEMANDS:

Requires sitting, standing, bending and reaching. Requires eye-hand coordination and manual dexterity sufficient to operate a computer and standard office equipment. Requires hearing within normal range and vision correctable to 20/20 to read communications, reports and computer terminals. Must have a valid driver's license in order to attend company-related meetings in the area and out of town.

TYPICAL MENTAL DEMANDS:

Must be able to analyze many variables and choose the most effective course of action for the organization at any given point in time. Must be able to communicate and provide verbal feedback in a professional manner. Must be able to analyze causes of interpersonal conflicts and resolve complex communications issues. Must be able to resolve problems, handle conflict, and make effective decisions in the absence of the Project Manager. Ability to give, receive and analyze information, formulate work plans, prepare written materials, and articulate goals and action plans. Must handle novel and diverse work problems on a daily basis. Must be able to perform arithmetic calculations involving fractions, decimals and percentages.

The information contained in this job description is intended to describe the essential job functions required of those assigned to this job. It is not intended to be an exhaustive list of all accountabilities, activities, skills and knowledge needed to perform the job. Please note that the job functions are reviewed periodically and are subject to change based on the business needs of the company.

APPROVALS:

President/Chief Operating Officer

Date

Human Resource Manager

Date

ACKNOWLEDGEMENT:

The Associate acknowledges by their signature below that they have read the foregoing and accept the job specifications as detailed in this document.

Associate Signature

Date