



JOB DESCRIPTION

Position Title: Business Analyst

Division: Information Technology

FLSA Status: Full-time, Exempt

Reports to: Chief Finance and Administrative Officer

Last Reviewed: June 2022

Supervises: N/A

BASIC FUNCTION

The Business Analyst is responsible for ensuring that the final deliverable of a software development project meets all the intended needs of the business plan. Will develop and implement solid test plans and test cases/scenarios to accurately test all aspects of the system and to maintain detailed and accurate documentation for all project standards. Will be responsible for overall project management and planning activities for technical projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Effectively manage project efforts, to include project plan, scope/budget/resource management, time management (activities & task planning), communications, risk management, QA and testing, user training, ongoing maintenance and support.
- Perform requirements gathering and analysis to include analytical techniques, interview techniques, data gathering techniques, current system documentation, business modeling methods, business process, rules and logic, data gathering to solve complex issues, development of implementation plans, development of requirements, JAD sessions and key analytical troubleshooting.
- Develop and implement test plans/scenarios to ensure successful delivery of a project.
- Lend support to various business and technology teams as necessary during project delivery.
- Communicate effectively in both verbal (i.e. day-to-day discussions, team meetings) and written form (clear and concise requirements and design specifications).
- Accurately determine, assign, track and manage project tasks, activity, documentation, and timeline information per internal standards.
- Accurately assess the risks associated with each solution design/project.
- Effective management of multiple priorities as assigned by the Chief Finance and Administrative Officer, and within I.T. Department.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough working knowledge of the SDLC models/methodologies, IT systems and their direct implementation to projects.
- Strong planning and project management skills on software development projects.
- Leadership and management skills in leading technical personnel and project stakeholders through the delivery of software development process.
- Strong business and systems analysis skills, test planning and testing abilities, and demonstrated troubleshooting experience with numerous environments and architectures.
- Experience in data gathering and facilitation techniques (i.e. meetings and JAD sessions).
- General knowledge of various analysis and gathering approaches, methodologies, and models.
- Knowledge of SQL for writing complex queries to verify data desired; must also be proficient in Microsoft Office Suite.
- Ability to learn new technology quickly.

EXPERIENCE/EDUCATION

- Bachelor's Degree in computer science, technology, or a related field preferred.
- Minimum of 5 years of business analyst experience with desktop and web-based applications.
- 3-5+ years of experience defining and writing functional and business requirements.
- Software development testing experience required.
- 3-5+ years of experience with an AMS or CRM; NetForum experience highly preferred.
- Minimum of 2 years of project management experience.
- SQL and SQL Server Reporting Services (SSRS) experience preferred.
- Healthcare industry experience a plus.
- PMP/CBAP certification(s) a plus.

PHYSICAL DEMANDS

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile, and prepare work documents, set-up and maintain work files. Occasional day and overnight travel by air and/or automobile may be required.

WORKING CONDITIONS

Majority of work performed in a general office environment. Position requires availability for extended hours plus non-traditional hours required to perform job duties. May require participation and attendance at organization sponsored events and meetings where travel is required.