JOB DESCRIPTION

Position Title: Business Analyst
Division: Information Technology
FLSA Status: Full-time, Exempt
Reports to: Sr. Project Manager
Last Reviewed: March 2020
Supervises: N/A

BASIC FUNCTION

This position will assist with all development and implementation aspects of new and modified components to many of the software systems used within the Organization including but not limited to our Association Management System (AMS). Activities will range from identifying the scope of projects, gathering requirements, translating requirements into a specification document, creating testing scenarios and testing to aid in the development of Standard Operating Procedures. The Business Analyst will also support key team members and stakeholders throughout the project life cycle. This position will work closely with our internal customers to ensure requirements are met and functionality is tested and approved as well as with our contracted 3rd party vendors. The Business Analyst will also provide first line support of our AMS for our internal customers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist the Sr. Project Manager with various projects to include project requirements, project plans, and individual project deliverables.
- Perform requirements gathering and analysis to include analytical techniques, interview techniques, data gathering techniques, current system documentation, and development of requirements.
- Using business modeling methods, business processes, rules and logic data gathering to solve complex issues, development of implementation plans, JAD Sessions and key analytical trouble shooting in order to develop specification documents.
- 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.
- Supervise the creation of departmental project SOP’s.
- Provide first level AMS support utilizing our in-house ticketing system as well as our AMS vendor’s ticketing system.
- Utilizing queries, provide effective AMS reports to departments using mutually agreed upon data requirements.
• Communicate effectively in both verbal (i.e. day-to-day discussions, team meetings) and written form (clear and concise requirements and design specifications).
• Effective management of multiple priorities as assigned by the Sr. Project Manager, and within I.T. Department

KNOWLEDGE, SKILLS AND ABILITIES

• Previous experience with Association Management Systems (AMS), preferably NetForum Enterprise, or Customer Relationship Management (CRM) software.
• Skill in working with technical personnel and stakeholders through the delivery of software development projects.
• Working knowledge of SDLC methodologies, IT Systems and their direct implementation to projects.
• Experience in data gathering and facilitation techniques. General knowledge of various analysis and gathering approaches, methodologies and models, such as Meetings and JAD sessions.
• Ability to create test plans and execute against the plans with project team members. Lead testing sessions and provide support to the team through the UAT stage. Compile testing results to be shared with project stakeholders. Troubleshooting experience in order to solve issues as a result of UAT.
• Basic knowledge of SQL for writing queries to verify data desired; must also be proficient in Microsoft Office Suite.
• Knowledge of HTML a plus.
• Ability to learn new technology quickly.

EXPERIENCE/EDUCATION

• Bachelors Degree in Computer Science, Technology, or equivalent experience.
• 1-3 years of experience with an AMS or CRM.
• 1-3 years of experience defining and writing functional and business requirements.
• SQL and SQL Server Reporting Services (SSRS) experience preferred.
• Experience with desktop and web-based applications.
• Software development testing experience.
• Project management experience.
• Healthcare association experience 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 across the country.