Job Title: Business Analyst

Job Code: 10070

JOB SUMMARY

The Business Analyst is responsible for identifying and analyzing Quick Start customer business needs and providing application support, user training, and technical assistance to meet customer needs.

MAJOR DUTIES

- Serves as job expert or organization resource in assigned areas;
- Analyzes information to determine nature and extent of customer requirements and concerns;
- Assesses and manages project risks, analyzing critical paths and establishing work breakdown structures;
- Assists in the development of standards and procedures used in development of new or enhancement of existing systems;
- Conducts quality assessments, operational procedures, and ensures that change management procedures are met;
- Consults with vendors or technical staff to insure that functionality of automated system is consistent with adherence to laws, regulations, and best practice standards by users;
- Coordinates project planning, development, monitoring and completion initiatives for multiple complex projects;
- Develops change management plans for transition to new or upgraded systems;
- Documents business processes for users of new or upgraded system;
- Develops and administers training for business users as needed;
- Serve as liaison between customers and technical staff in implementation and development of business process automation as needed;
- Provides customer support in the maintenance of systems; and
- Tests new installations or upgrades.

COMPETENCIES

- Skill in the use of computer and job related software programs
- Skill in oral and written communication
- Skill in interpersonal relations and dealing with public
- Knowledge of operational procedures
- Ability to gather and present data in appropriate formats
- Ability to research and analyze information and make recommendations based on data
- Ability to determine function needs and system requirements
- Ability to develop solutions based on analysis
- Ability to evaluate existing systems and understand their structure and component parts
- Ability to prepare models, diagrams and layouts
Ability to oversee multiple complex projects
Ability to work with minimal supervision

MINIMUM QUALIFICATIONS

Bachelor's degree in a related field *and* One (1) year of work related experience

OR

Associate degree in a related field *and* Three (3) years of work related experience

PREFERRED QUALIFICATIONS

Preferred qualifications may vary from location to location.