Job Title: **Business Analyst** | Reports to: **ITSM Practice Manager**

SUMMARY

At TBC, our core values are Passion, Partnership and Innovation. Every day our team of highly qualified engineers and administrators work hard to empower our clients to transform and grow their companies.

The role of a Business Analyst is to work with TBC and client stakeholders to gather, document, and analyze business needs and requirements. He or she also provides organization effectiveness support to clients by assisting with communication planning and strategy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Includes the following.

- Interview current process and system users to identify and document AS-IS processes
- Interview stakeholders to identify business requirements
- Develop To-Be functional process models based on business process and solution design / functional requirements where applicable
- Develop use case diagrams based on business requirements / processes and solution design to identify test scenarios (e.g. use cases based on the identified impacted processes)
- Ensure functional design aligns with and satisfies business requirements
- Provide guidance to other teams as needed (e.g. solution engineers, QA and training)
- Conduct business change impact analysis (people, process and technology)
- Manage stakeholder expectations and engagement
- Facilitate meetings with the process owners specific to project activities, as required
- Identify key areas of concern from business impacts to the user community
- Conduct testing of scenarios to business requirements, sub-business processes & solution design documentation (e.g. utilize the technical impact analysis for user impacted processes/products to trace back test cases)
- Develop user stories that communicate functional requirements to developers and QA Analysts.
- Facilitate alignment between QA / testing and other teams as needed (e.g. business process, solution engineers, development, configuration, integrating partners, and training)
- Drive client and internal TBC communication strategy and planning
- May perform other duties as assigned

QUALIFICATIONS

Required Skills/Experience

- Bachelor's degree in Information Systems, Business or related field
- At least 4 years' experience as a BA in a technical environment
- Proficient with Business Process and Requirements methodologies and best practices
- Excellent facilitation, interviewing, and listening skills
- Experience with all phases of the SDLC, with an emphasis on functional design
- Experience with iterative and Agile Scrum development methodologies as a Business Analyst and/or Quality Assurance analyst
- Experience designing, developing and testing in a diverse environments and types of solutions
- Proven track record of providing guidance to other teams as needed (e.g. technical, process, Organizational Change Management (OCM) and training)
- Experience using SharePoint for collaboration and document repository
- Highly proficient with MS Viso, PowerPoint, Excel, and Word
- Excellent analytical & problem-solving skills
- Proven abilities to build and maintain trust with team members, stakeholders and customers
- Experience training and mentoring others on BA and best practices

Recommended Skills/Experience

- Bachelor's degree in a technology field
- 1-2 years of experience working in a Security Operations Center
- TCP/IP, computer networking, routing and switching
- Network protocols and packet analysis tools
- Firewall and intrusion detection/prevention protocols
- Security +, Network +, or CySA +

Supervisory Responsibilities

- None

HOW YOU KNOW IF THIS JOB MIGHT BE FOR YOU

The ideal candidate must have detailed knowledge and experience with analyzing business information, scope definition, functional specifications, application design, testing and implementation with an emphasis on business readiness and ongoing support.

- You enjoy taking on difficult problems and finding creative solutions. You don't get flustered easily. If you don't find the answer right away, you will keep digging until you find it.
- You like meeting and working with new people. You are comfortable engaging with people at all levels in an organization. You speak eloquently yet exude authenticity and trustworthiness.
- You are motivated and driven to deliver value. You take ownership of your responsibilities and follow through on all client and team member requests and questions.
- You are comfortable with change and multi-tasking. You enjoy learning new concepts and are quick on your feet. When things change, you know how to "roll with the punches".
- You can function and lead in high pressure/stressful situations – even when faced with ambiguity.
- You have outstanding written and verbal communication skills, both technical and business focused. You can explain and describe technical concepts in ways that businesspeople can understand.
- You are team-oriented focused on team accomplishments and professional growth.

WORKING CONDITIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this job description are representative of knowledge, skill and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

A typical day in the life of a Business Analyst might include

- Facilitating business requirement definition meetings with clients
- Developing deliverables (e.g., functional requirements, use cases, and process flows)
- Reviewing and editing deliverables with stakeholders and engineers
- Participating in design discussions with application developers
- Executing test plans and scripts against functional requirements
- Leading communication strategy and planning sessions with clients

Limited travel may be required.