ITSupportContractors.pl

ul. Szańcowa 66

01-458 Warszawa

e-mail: biuro@itsupportcontractors.pl

tel.: +48 606 490 082

Business Analyst

Department: Information Technology

Responsible to: Business Analyst Team Lead

Basic Purpose of the role and its primary objectives

To perform business analysis activities for the identification, assessment and definition of requirements. Analyse and design solutions for complex business and IT processes, working in collaboration with the Development, MI, and Test teams, acting as an interface between both IT and the Business, to understand and deliver successful business solutions.

Main Responsibilities

• Responsible for end to end business analysis for system and projects; including requirements gathering, facilitating workshops, business impact analysis, writing technical specifications, User Stories, design/UI specification, UX methodologies and implementation support.

• Ensure team values and working practices, specifically planning, communication, documentation and delivery, are followed and supported.

• Produce accurate project documentation to capture, analyse and impact assess business requirements. Working to high standards of accuracy and complying with IT and team policies and guidelines.

• Collaboratively engage and communicate effectively, with all levels of stakeholders and potentially clients, to elicit and investigate requirements and clearly explain technical solutions.

• Collaboratively work with internal and external colleagues to design solutions and ensure delivery of desired outcomes for small and large projects.

• Investigate and analyse complex technical system and operational processes and produce as-is and to-be process maps for stakeholder and technical use.

• Develop with IT and the business, recommendations on different solutions, determine business, resource and cost impact and long-term scalability of solutions.

• Work with the training department, business leads and end-users in the implementation and embedding of process change

Essential skills:

• Previous business analysis experience
• Ability to work with stakeholders at all levels of the organisation
• Experience working with agile methodologies
• Ability to work under pressure and to tight deadlines

_____

• High level of attention to detail
• Excellent organisational skills
• Excellent written and oral communications skills

Desirable skills:

• Experience in case/claims/customer management systems
• Experience with financial systems, ideally within a legal environment
• Exposure to SAFe, ITIL, SDLC or other project management or IT service delivery methodologies