

POSITION DESCRIPTION

JOB TITLE: Senior Business Analyst
DEPARTMENT: Service Delivery
REPORTS TO: Director of Service Delivery
LOCATION: San Diego

SUMMARY: The **Senior Business Analyst** is responsible for successfully gathering, evaluating, documenting, validating, and managing customer requirements for our software development projects. The Senior Business Analyst works directly with our clients to understand their business needs and to translate them to actionable system requirements. The Senior Business Analyst is responsible for gaining the trust and confidence of our clients while also working closely with the project delivery teams (Project Managers, SharePoint Consultants, Architects, and Developers) to ensure deliverables are aligned to the overall project direction.

ESSENTIAL ACCOUNTABILITIES:

- Elicit and document business requirements via the appropriate methods for each engagement, which may include interviews, document analysis, requirements workshops, surveys, site visits/observation, business process analysis, use case scenarios.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to draw conclusions, and deduce underlying needs from user requests.
- Proactively communicate and collaborate with internal and external customers to analyze, document and validate their information needs and functional requirements and deliver the following artifacts as needed: Business Requirements Document, Functional Requirements Document, Requirements Traceability Matrix, Use Cases, UI Wireframes, Functional Specification Document
- Serve as the requirements conduit between the stakeholder community (internal and external customers) and the delivery/technical team.
- Collaborate with delivery/technical team and subject matter experts to establish the technical vision and negotiate tradeoffs between usability, budgetary, schedule, and system performance needs.
- Lead structured requirements walk-through sessions with the client to obtain validation and sign-off.
- Manage requirements throughout the project's lifecycle to ensure adherence to established scope.
- Utilize your experience in using enterprise-wide requirements definition and management systems and methodologies to the benefit of the project.
- Successfully engage in multiple, simultaneous initiatives (which may be at different lifecycle stages).
- Drive and challenge business units' assumptions of how they will successfully execute their plans.
- Possess and exhibit strong analytical and product management skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.

SUPERVISORY RESPONSIBILITIES: None.

REQUIREMENTS, SKILLS & ABILITIES

- At least 7 years' experience performing essential business analysis activities, including gathering customer requirements via the appropriate elicitation technique(s) for the engagement, documenting and validating the requirements through a standard set of documentation, and managing approved requirements through project completion.
- Extensive experience capturing and documenting software requirements for multiple industries (Construction industry a plus).
- Extensive experience documenting requirements via a variety of methods, including but not limited to: business requirements documents, functional requirements documents, functional/system specifications, use cases, activity diagrams.
- Solid understanding of the requirements engineering process and discipline.
- Solid understanding of Software Development Life Cycles and UI design as applicable to enterprise software and web-based applications.
- Ability to decompose broad strategic initiatives to tactical execution plans and artifacts.
- Possesses detail-oriented mindset and expresses this through communications and deliverables.
- Possess and exhibit excellent verbal and written communication skills and the ability to professionally interact with diverse stakeholder groups (executives, managers, subject matter experts, end users) in a variety of industries.
- Familiarity with collaborative platforms and applications such as SharePoint, mobile device applications, SQL, and Business Intelligence reporting and dashboards.
- Ability to work in a fast-paced environment and work on multiple projects at once.
- Possesses solid interviewing and elicitation skills.
- Ability to interact constructively and professionally with technical and business colleagues and client personnel.
- Possesses and exhibits a strong customer service orientation.
- Understand how to communicate difficult/sensitive information tactfully and constructively.
- Experience developing software test plans.
- Experience in developing training materials and in training end users.
- Ability to work under minimal direction.
- Experience managing scope and risks in client projects.
- Experience using project management tools.
- Experience working under a variety of development process models; willingness and ability to contribute to process innovations.
- Experience collaborating with remote/satellite teams a plus.
- Experience with Agile Software development techniques a plus.
- Experience working onsite with clients for extended periods of time
- Must be willing to travel domestically and internationally

PHYSICAL DEMANDS: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to stand, walk, sit and talk or hear. The employee is regularly required to use hands to finger, handle, or feel. Must be able to use a computer keyboard and mouse. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision and ability to adjust focus.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee will work in a typical office environment and is occasionally exposed to moving mechanical office machines. The noise level in the work environment is usually moderate.

By signing below, I acknowledge that I have read and understand the position description and accept responsibility for meeting the demands of the job. It is further recognized that the duties and responsibilities of my position may change over time and that the position description will be reviewed on a periodic basis.

Employee Name (please print)

Employee Signature

Date