

Business Analyst III

Location: [Asia & Pacific] [India]

Town/City: Chennai

Category: Information Technology

Job Type: Fixed term, Full-time

***Preferred position location: Chennai, India. Other locations to be determined by home country of successful candidate in the Philippines or any other location in the Asia Pacific Region where WVI is registered to operate.**

***Please submit your CV in English.**

PURPOSE OF POSITION:

Incumbents working as a Business Analyst III are responsible for serving as a liaison between the business community and the IT organization to translate business needs into IT requirements. They are project team members involved in all phases of the design, development and implementation of technology solutions throughout the business case and development life cycle processes supporting several business functions and several moderately complex business processes as well as providing post-implementation support.

Based on breadth and depth of understanding of business needs and processes, they collaborate with other IT professionals to determine if solutions currently exist (internally or externally) or whether new solutions are feasible. They take a broad perspective to determine how such solutions will impact existing work processes and systems, and how to manage the integration. They also research and make recommendations for buy vs. build decisions.

Business Analysis professionals are innovative, identifying and proposing technology based business solutions. Through adaptable communication skills and the ability to translate between technical and business language, they work collaboratively, negotiating requirements across multiple groups.

Business Analysts must have a solid understanding of the client's existing business processes, the key drivers and measures of success for the business, and the short- and long-term direction of the business and related technologies.

They must have a working knowledge of the business area that they support and should be equally aligned with the IT department. Strong analytical, interpersonal, negotiation and communication skills are also required.

MAJOR RESPONSIBILITIES:

Planning:

- Conducts data gathering and analysis to understand business strategy and direction.
- Participates in short-term planning sessions with a client to implement process improvement within an assigned client area.
- Develops business cases.

Liaison:

- Serves as the link between the business, third party vendors and the IT technical team.

Business Requirements:

- Assesses client needs utilizing a structured requirements process (gathering, analyzing, documenting, and managing changes) to assist in identifying business priorities and advice on options.
- Develops, writes, and communicates business requirements and functional specifications for the implementation of business solutions.
- Analyzes customer's operations to understand their strengths and weaknesses to determine opportunities for improvements.

Business Process:

- Analyzes and recommends improvements to business processes and models.
- Documents current business processes and models.

Feasibility:

- Provides factual content to feasibility study for standard development projects and enhancements.

Testing:

- Develops user test cases and validates test results during user acceptance testing.

Service Level Agreements:

- Is familiar with the current Service Level Agreements (SLA) for a particular work area and as needed participates in the vendor selection process for clients in accordance with IT standards and specifications as required.

Problem Solving:

- Identifies and resolves issues.
- Uses new and varied analytical techniques.

Customer Satisfaction:

- Monitors and analyzes metrics to ensure customer satisfaction.

Communications/Consulting:

- Promotes an understanding of IT roles, processes and activities to the business units.
- Supports and participates in the formal reporting of project status.
- Negotiates agreements and commitments by facilitating communication between business unit(s) and IT from initial requirements to final implementation phase of projects.
- Actively participates in the creation, review and analysis of user stories/epics in projects utilizing agile development methodology.

KNOWLEDGE, SKILLS & ABILITIES:

- Bachelor's degree in Computer Science, Information Systems, Business, Marketing, or other related field. Or equivalent work experience.
- Requires working knowledge of business operations and systems requirements processes.
- Minimum of 5 years business analyst work experience.
- Willingness and ability to travel domestically and internationally, as necessary.
- Effective in written and verbal communication in English.
- Project Management, ITIL, Agile or Business Analysis certification is preferable.

Preferred Skills, Knowledge and Experience:

- Experience supporting CRM systems such as Dynamics 365 or Salesforce.
- Extensive experience in eliciting & writing Business Requirements, workflows, use case diagrams, flowcharts and/or user stories.
- Practical experience facilitating stakeholder meetings, training workshops and presenting findings and actions both in verbal and in writing.
- Detail oriented, analytical, inquisitive and a problem solver.
- Ability to handle multiple projects in a fast-paced environment.
- Ability to lead cross functional teams such as business units, subject matter experts and technical resources.
- Proven and verifiable experience in medium to large scale projects.
- Experience in NGO, Non-profit or multi-national organizations.
- Exposure to complex business processes, large scale operations or cross-functional role.
- Experience in communicating to all levels.

Work Environment/Travel:

- The position requires ability and willingness to travel domestically and internationally up to 5% of the time.