

JOB TITLE: Business Analyst

SUMMARY:

Responsible for talking to the business users of computer systems to understand their needs and business process and then producing requirements documents which clearly state the business and user need. While the change is being documented and developed by the IT staff, be on hand to respond to issues and questions to support the business in implementing the required changes.

RESPONSIBILITIES AND DUTIES:

The following reflects NHA's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- ❖ Coordinate and meet with a wide variety of stakeholders (business owners and IT staff) to assess the business process and potential issues, gather and define the business need for the change and write effective and detailed business and user requirements that will be utilized by systems development staff to create technical designs and programming specifications
- ❖ Review each assigned change request and all applicable user and training documentation to ensure the change is understood before meeting with the customer to ensure their need will be met.
- ❖ Review technical specifications for each change request to ensure the business need is being met
- ❖ Review each user guide affected by the requested change to ensure it is clearly documented for the end-user.
- ❖ Assist with implementation of business/IT solutions; may assist with testing of applications.
- ❖ Identify recommend and implementing business process and system improvements, including development of Business Process Models.
- ❖ Adhere to systems development lifecycle (SDLC) processes, templates, and deadlines defined and required by each project or contract.
- ❖ Participate in peer review of all Business Analysts' requirements documentation.
- ❖ Become knowledgeable about requirements and the associated business processes around the program/contract in order to answer questions that may arise around the requirements, rationale, and need.
- ❖ Employ various methods, including user interviews, Business Owner interviews, and Joint Application Development (JAD) sessions, to capture and validate core business requirements.
- ❖ Apply changes, updates, and corrections to requirements or other products as needed.
- ❖ Performs other duties as assigned by manager.

QUALIFICATIONS:

- ❖ 4-year (Bachelor's) degree preferred; however, directly applicable work experience will be considered for equivalency.
- ❖ Ability to work in a virtual environment.
- ❖ Experience with requirements development using a "waterfall" approach preferred.
- ❖ Commitment to excellence and high standards.
- ❖ Strong organizational, problem-solving, and analytical skills.

- ❖ Technical writing skills.
- ❖ PMI-PBA, CCBA, or PMP Certification a plus.
- ❖ Knowledge of CMS/Medicare preferred
- ❖ Proficient in most MS Office Software (Excel, Word, Visio).
- ❖ Versatility, flexibility, and willingness to work within constant changing priorities.
- ❖ Strong interpersonal skills.
- ❖ Ability to communicate effectively with business and technical teams.