BUSINESS ANALYST

Applications are invited from interested and suitably qualified individuals for the position of **Business Analyst,** Providenciales.

Description

The Business Analyst plays a key role in bridging the gap between business needs and technology solutions. By working closely with business units and technical teams, the analyst identifies opportunities for process improvement, defines functional and technical requirements, and supports solution delivery. This role ensures that technology initiatives align with business strategies, enhance operational efficiency, and deliver measurable value to the organization.

Main Duties & Responsibilities

Business Partnership & Stakeholder Liaison

- Build strong relationships with business units to understand strategic objectives and operational needs.
- Serve as a liaison between the Business Technology Solutions (BTS) team and business functions.
- Champion collaborative problem-solving and foster a shared understanding of priorities and expectations.

Requirements Gathering & Business Analysis

- Conduct interviews, workshops, and data analysis to gather functional and non-functional requirements.
- Translate business needs into clear and actionable business, functional, and technical specifications.
- Facilitate cost-benefit analysis, risk assessment, and feasibility studies to support informed decision-making.
- Maintain and manage a product backlog, user stories, and acceptance criteria where applicable.
- Conduct feasibility studies and draft proposals for evaluation by appropriate users and managers

Process Improvement & Solution Design

- Analyze existing business processes, systems, and workflows to identify gaps and inefficiencies.
- Identifies need for technical assistance to help in problem resolution
- Support or lead **business process redesign** efforts in collaboration with cross-functional teams.
- Recommend innovative solutions or enhancements that align with business goals and technology capabilities.
- Keeps stakeholder informed of problems, issues, and resolutions.
- Collaborate with UI/UX designers to develop wireframes, mockups, and process diagrams.

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Main Duties & Responsibilities Cont'd

Project Support & Solution Implementation
- Actively contribute to project planning, scoping, and execution from both IT and business perspectives.
- Support the development of business cases and assist with solution evaluation and vendor selection.
- Track progress of assigned tasks and ensure deliverables align with project goals and timelines.
- Collaborate with project managers to manage risks, issues, and change requests effectively.

Testing & Quality Assurance
- Develop test cases, participate in system integration testing, and validate business scenarios.
- Support User Acceptance Testing (UAT) by guiding business users and capturing feedback.
- Monitors testing process to ensure that business results are adequately tested with minimal risk.
- Ensure test plans align with business requirements and cover key use cases and edge scenarios.
- Ensures test strategies involve appropriate integration and process components.
- Participate in release planning and ensure post-implementation reviews are conducted.

Communication & Change Management
- Communicate clearly and regularly with stakeholders regarding project progress, issues, and decisions.
- Analyzes performance metrics to ensure stakeholder satisfaction.
- Develop communication and training materials to support user adoption of new systems or processes.
- Facilitate change management activities and help mitigate risks associated with process or system changes.
- Actively manage end-user expectations throughout the solution lifecycle.

Knowledge Transfer & Team Collaboration
- Share knowledge, mentor junior analysts, and contribute to a culture of continuous improvement.
- Conduct walkthroughs and training sessions for both business users and technical teams.
- Coordinate cross-functional meetings to resolve blockers and align priorities.
- Meet regularly with business units and technical support to gather work statuses.

Other responsibilities that will be assigned from time to time
This Job Description indicates the general nature and level of work performed by the position holder. It is not designed to contain nor should it be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of individuals in this role.

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Academic/ Technical/ Management Experience and Qualifications:

- Bachelor's or Master's degree in Computer Science, Information Systems, Business, or related field.
- 5–7 years of relevant technical and business work experience.
- Experience in managing projects; project management certification is a plus.
- Experience in business process design, documentation (written and workflow), and analysis.
- Understanding of software development lifecycle (SDLC).
- Experience with ERP solutions (e.g., SAP, Dynamics AX).
- Experience with Meter Data Management solutions.
- Knowledge of UI prototyping or mockup tools (e.g., MS Visio, Adobe).
- Understanding of networks, operating systems, and technology system interfaces.
- Familiarity with high-level programming or scripting languages (e.g., X++, C#, Java, Python, SQL).

Abilities, Skills, Experience, Aptitude & Judgement:

- Strong organization and presentation skills.
- Data analysis and planning skills.
- Excellent time management and self-motivation.
- Effective written and oral communication.
- Excellent problem-solving and stakeholder management skills.
- Ability to work effectively with diverse teams and attitudes.
- Visualization and prototyping skills.
- Team-oriented and goal-oriented.
- Facilitation and coordination skills.
- Ability to adapt to changing business processes, technologies, and environments.
- Ability to execute tasks under pressure and exercise independent judgment.
- Ability to deliver to strict deadlines.
- Ability to manage multiple priorities in a fast-paced environment.
- Listening and interpersonal skills.
- Logical and efficient, with attention to detail.

- **Compensation is commensurate with experience and qualifications.**