

Business Analyst Manager Job Description

Duties and Responsibilities:

- Serve as bridge between the Technical Manager and End users to plan and execute User Acceptance Testing
- Handle business and project issues proactively and escalates appropriately.
- Develop and manage relationships with relevant stakeholders and their respective requests for analysis
- Work collaboratively to assist in the design and implementation of analysis to answer challenging business questions
- Responsible for developing and operationalizing statistical models, as well as performing model updates to analyses as needed
- Undertake research and analyze data garnered from disparate sources and related industries and external benchmarks
- Provide relevant insights and recommendations with statistical support/validity on analysis
- Provide assistance in the design and delivery of automated, scalable analytical models to stakeholders
- Work collaboratively with cross-functional teams, including Operations, Global Program, and Training teams; and Capacity Planning and Quality teams
- Provide leadership and develop the team of business analysts.

Business Analyst Manager Requirements – Skills, Knowledge, and Abilities

- Education: Applicants for the business analyst manager position are expected to possess a Bachelor's degree in Business Management or in a quantitative field such as Mathematics, Statistics, Engineering, Computer Science, Economics, or Finance

- Knowledge: They require experience in developing requirements and formulating business metrics for reporting. They must be able to transform an idea/strategy into a product through process mapping and requirements writing
- They also require a solid background in statistics methodology and experience with R, Python, or similar statistical software. They must also be familiar with data visualization tools, e.g. Tableau
- Critical thinking and analytic orientation: They must be able to undertake research, analyze data, and apply results in problem solving and decision making, taking a long term perspective
- Strong business judgment: The business analyst manager must be a tenacious decision maker, with strong business acumen and ability to bring a sound, aggressive, and responsible approach to business
- Quantitative skills: They require the ability to utilize numeric data and metrics to back up assumptions and develop business cases
- Problem solving skills: They must be naturally curious and result-oriented individuals who not only identify problems but find solutions to them
- Teamwork abilities: They must be able to work with a cross-functional team in handling cross functional initiatives, and bridging the gap between the business/operations and technology
- Communication skills: They require exceptional verbal and written communications skills to effectively work with teams, vendors, and clients from diverse backgrounds
- Computer skills: They require advanced proficiency in Excel (including VBA, Pivot Tables, array functions, Power Pivots, etc.), and experience in SQL and manipulating large data sets in a database
- Self- starter: They must be experts with strong business acumen and ability to undertake analyses and deliver projects independently in a fast-paced business environment
- Project Management skills: They require this skill to effectively get projects completed through others. They must be able to coach, mentor, and drive their team to be their best individually as well contribute optimally to group projects, and complete projects within required time frames

- Leadership skills: One of the job requirements of the manager is to lead and train a team of business analysts; hence they must be able to build and leverage on the capabilities of their team, as well as business partners across the organization. They must be able to foster innovation, drive critical decisions, and to consistently deliver results.