

ICT Business Analyst Job Description

Duties and Responsibilities:

- Carry out analysis to define configuration specifications and business technological requirements
- Develop and implement best practices and processes for improved system methods
- Run system tests to monitor performance and ensure optimum quality
- Liaise with customers to determine best practices and guidelines for system functionality
- Prepare training documentation for users as well as organize formal sessions and seminars
- Maintain an up-to-date knowledge of IT and business processes
- Use process and data modeling techniques to develop and manage system software
- Utilize IT resources to create IT solutions effective in meeting the requirements of an organization
- Proffer recommendations to upper management on ways to maximize profits by improving systems processes
- Maintain accurate records of relevant technical and business information
- Communicate with users to obtain feedback and assist in resolving issues
- Conduct research to identify ways to improve systems performance and efficiency
- Collaborate with technical specialists such as systems analysts and developers to optimize and enhance a system
- Oversee the budget preparation and planning of resources for a project
- Monitor systems development processes to ensure successful project completion.

ICT Business Analyst Requirements – Skills, Knowledge, and Abilities

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- Education and Training: To become an ICT business analyst, you require a Bachelor's degree in computer science, computer engineering, or IT, or in a related discipline. Certifications in business analysis as awarded by Information Systems Examination Board or other recognized bodies are also required. Experience in business, systems analysis or quality assurance is a plus for the position
- Troubleshooting Skills: ICT business analysts are able to conduct analysis and tests to identify issues in a system and provide solutions to effectively resolve such issues
- IT Skills: They are adept at developing, maintaining, and running systems software to meet the technological needs of a business.
- Communication Skill: They are able to clearly communicate technical solutions and requirements to end users and company management.