

IT Business Analyst Job Description

Duties and Responsibilities:

- Applies expertise with business process to formulate systems/process scope and objectives relative to the organization's business plan and user requirements, process flow definitions, business process mapping, and functional specifications
- Evaluates business initiatives and develops the most efficient, cost effective solution alongside the business and internal/external technical staff
- Responsible for gathering complex business needs and requirements
- Compiles and accurately documents complex business needs for systems design and development
- Responsible for formulating design testing strategies, creating test plans, and executing testing of new systems and enhancements
- Responsible for developing support documentation and training material for supported systems
- Ensures that appropriate testing, change management, and communication are planned on new systems and enhancements with minimal rework before implementing them
- Proactively identifies, researches, and resolves system issues and suggests recommendations to management, customers, and peers
- Partners with the QA group to review test plans and ensure requirements are covered
- Undertakes assessment on solutions to ensure they have high scores on usability and user experience design
- Responsible for business process reengineering (BPR) support
- Responsible for developing framework, documenting and mapping existing and new processes
- Presides over process improvement workshops and meetings
- Responsible for establishing internal controls and providing process improvement expertise and recommendations

- Develops and presents documentation related to process improvement projects, program, or requirements analyses, or organizational studies
- Provides support for business and IT alignment
- Provides support for the implementation of business process management (BPM) workflow tool
- Undertakes the review, analysis, and evaluation of business systems and user needs
- Responsible for formulating systems that parallels with overall business strategy
- Writes and provides detailed description of user needs, program functions, and steps required to develop or modify computer program
- Provides assistance with business development activities, including: proposals, capture, account teams, whitepapers, conferences, and/or other thought leadership materials.

IT Business Analyst Requirements – Skills, Knowledge, and Abilities

- Education/ experience: IT business analysts require a Bachelor's degree in Business, Information Systems, or Computer Science, or in a similar discipline. They also require a minimum of 2 years of experience in business analysis/requirements management for a product or system. However, the length of experience required will vary depending on the needs of the recruiter
- Knowledge: They are required to possess extensive knowledge in principles of analysis and development of business requirements along with demonstrated abilities in problem identification, research for solutions, evaluation, and presentation of alternative deliverables. They must be proficient in mapping of business processes to user and functional needs
- They also require a working knowledge of business processes, system development, process improvements, and change management. They may require experience with the full software development life cycle, knowledge Management systems, and background in Project Management, and User Experience Design, depending on the needs of the organization

- Documentation skills: They require a clear and concise writing skills and the ability to consistently provide a high level of documentation on requirements, specifications, status, issues, and changes to requirements
- Leadership skills: IT business analysts must possess and demonstrate the ability to lead and facilitate meetings and interviews with management, business owners, and users to define, establish, and document business requirements and objectives; and to aid communications with team members and business users
- Time management skills: It is vital that they possess the ability to provide reasonable time estimates and complete assigned tasks in a timely manner with a high level of quality
- Communication skills: They must be able to communicate effectively and tactfully with management, business users, and team members in a professional manner
- Strong organizational skills: They must be highly organized individuals with the ability to manage multiple projects with competing deadlines and priorities
- Strong attention to detail: They must be meticulously detailed individuals because even the tiniest information misrepresented from the client's needs can alter the requirement and fault the technology solution provided
- Sound judgment: They must be able to critically evaluate information gathered from multiple sources and distinguish user requests from the underlying true needs
- Interpersonal Skills: The analyst requires the ability to work harmoniously and effectively with others
- Analytical and problem solving skills: They require strong analytical skills to thoroughly understand how to interpret customer business needs and translate them into application and operational requirements, as well as utilize design thinking skills to help the business arrive at their desired requirements
- Stress management skills: They require the ability to work under pressure and yet make rational decisions.