Software Analyst Job Description

Duties and Responsibilities:

- Responsible for planning and facilitating user design sessions
- Responsible for documenting interaction (questions and responses) from a business owner
- Adhere to company data functional and user interface standards in the design of application user interface, including screen layout, access, and navigation
- facilitate knowledge transfer by presenting results of all analysis and deliverables to project teams
- Document decisions and the supporting reasons for the action made at each design meeting
- Identify and communicate project and design risks to the project manager
- Manage tasks according to prescribed project priorities and provide progress reports on projects
- Responsible for producing ad-hoc SQL/Database queries
- provide support for business needs by running custom reports
- Responsible for troubleshooting software applications and document technical resolutions for research tickets
- handle tough technical problems and data issues
- Provide post-implementation support
- Provide support in the development of in-house applications and tools
- Responsible for the creation or review of user documentation for assigned projects
- Provide regular progress reports and updates on tasks and job estimates to supervisor and project management as necessary
- Comply with department methodologies and software development methodologies.

Software Analyst Requirements – Skills, Knowledge, and Abilities

- Education: Applicants for the software analyst role require a Bachelor's degree in Business, Computer Science, Management Information Systems, or a similar field. In the absence of formal education, an equivalent of 5-7 years experience is commonly acceptable
- Knowledge: They require the ability to elicit and document functional requirement, write specifications and use cases, and design user interfaces requirement for applications
- They must also possess a working knowledge of software technology, computer programming experience, and broad business knowledge. They may also require the ability to develop business process models
- Professionalism: They must demonstrate a positive attitude even under high pressure and stressful situations
- Flexibility: They must be able to adapt readily to change
- They must also possess strong problem solving and analytical skills
- Organizational and project management skills: They must be highly organized individuals with the ability to manage teams, resources, processes, and time to achieve a target result within the stipulated timeframe
- Communication skills: To perform their job successfully, they must be able to communicate effectively both orally and in writing
- Interpersonal skills: Their job requires them to serve as a seam between two groups: The software developer and the end-user. So it is essential that they have strong interpersonal skills to manage a relationship with both parties
- Self-Starter: Applicants must be self-motivated individuals with the ability to work independently as well as in a team-oriented environment
- Computer skills: They require advanced computer skills, including proficiency with MS Office applications, Windows, MS SQL – for developing ad-hoc queries. Having the capability to work with the Agile processes and iterative development is a plus
- Detail orientation: They require excellent attention to detail for a high degree of consistency and accuracy in conveying information from software users to the software developer. It is also vital in ensuring that products meet with acceptance criteria
- Collaborative skills: They must be able to work collaboratively with a highly talented cross-functional team to deliver scalable solutions

- Troubleshooting skills: It is necessary that they can test and troubleshoot complex software applications.