



Business Analyst

JOB SUMMARY:

The Business Analyst gathers Business Requirements, designs Business Workflows and develops Test Acceptance Criteria; creates Business Requirements Documents, Jira Stories, and Gap Analyses; validates the Business Requirements with clients; collaborates in performing and documenting Quality Assurance on developed features to meet the Acceptance Criteria as appropriate; creates and maintains defect and feature tickets; and participates in Agile backlog creation and prioritization and in the project execution for software development projects. The Business Analyst will also be involved in communicating different aspects of software development projects at various levels of the organizations; all with the ultimate goal of contributing to the development of a fully viable software solution and of completing his/her assignments in a fully satisfactory fashion.

ESSENTIAL FUNCTIONS:

- Identifies and document features' Scope and High-level Functional Requirements; and presents feature to the Development Team to achieve features' Sizing.
- Creates and maintains thoroughly documented Jira tickets for features, defects and technical research.
- Gathers Business Requirements on every aspect of a software feature by interviewing internal/external clients and thoroughly documenting the Business Requirements in a Business Requirements Document or in Jira Stories as appropriate.
- Develops Test Acceptance Criteria for each feature.
- Defines and document the business workflow related to the feature.
- Performs Gap Analysis and thoroughly documents the findings.
- Leads Business Requirements Validation with internal/external clients and signs off on each Business Analysis effort for completion and accuracy.
- Creates User Cases and collaborates in performing Quality Assurance (Smoke Testing, Functional Testing and System Testing) on defects and features to fully meet Acceptance Criteria; collaborates in Regression Testing as appropriate; and assists internal/external clients in performing User Acceptance Testing.
- Collaborates in documenting findings and outcomes of Quality Assurance activities as directed.
- Participates in the creation, prioritization and maintenance of Agile Backlogs.
- Collaborates with Program Management and IT in the planning and execution of software development projects.
- Attends Business Analysis and Software Development-related meetings.
- Participates in project execution for software development projects as directed.
- Communicates different aspects of software development projects at various level of the organization.
- Escalates to management if issues are detected (i.e., scope creep, critical path extension).
- Proposes innovative solutions to management to continuously improve output quality.
- Pursue and develop a solid grasp of the design architecture and functionality of VISIFI's applications in order to understand, communicate, and document client needs and usage. This knowledge will be used to discuss technical and procedural solutions with the client and to create technical documentation.
- Work hands-on with client to identify the Scope of an assignment and gather the business requirements. Must listen to the client, ask the right questions to uncover all necessary information, understand their needs, strategies and their goals. The Business Analyst will clarify requests including business practices, current and future processes and data flows, including functional examples of business scenarios; they will research current trends and best practices.
- Document business requirements and produce thorough, detailed and accurate specifications including examples; requirement gathering and analysis will include: analytical techniques, data gathering techniques, current system documentation, business modeling methods, business process, rules and logic, data gathering to solve complex issues, development of implementation plans, development of requirements, and key analytical troubleshooting.



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- Analyze requirements to determine the compatibility of the business needs and existing product functionality, identify gaps between the two and provide input to the user documentation of the new functionalities.
- Communicate effectively across the organization and client base at all levels. The Business Analyst will generate rapport with clients as well as VISIFI's Executives, Directors, Managers, and team members. They will communicate effectively in both verbal (i.e. day-to-day discussions, team meetings) and written (requirements and design specifications) form, as well as have an overall ability to be clear and concise in all communication.
- Lend support to various business and technology teams as necessary during design, development and delivery to ensure solid, scalable, robust solutions.
- Effectively manage multiple priorities.
- Perform additional job-related duties as requested.

TECHNOLOGY USED:

Salesforce

JIRA

Tortoise SVN

Microsoft Office Suite, including Teams, Outlook, 365 and Excel

VISIFI applications as required

KNOWLEDGE, ABILITY AND SKILLS:

Candidate must possess the ability to conduct needs assessments, work on multiple projects at varying stages and have the capability to learn intricacies of VISIFI as well as third party products. The candidate should also have a vast knowledge of business analyst best practice and the ability to work as a team.

- Strong business and systems analysis skills, test planning and testing skills, troubleshooting skills and experience with numerous environments and architectures; experience with requirements management, use case and modeling tools
- Experience with applying and general knowledge of various analysis and gathering approaches, methodologies and models
- Experience and interest working within an Agile team
- Knowledge with a Software Development Life Cycle (SDLC)
- Demonstrated leadership and attention to detail through prior experience at strategic and tactical/implementation levels
- Ability to work on multiple projects at varying stages.
- Strong decision making/problem solving skills.
- Ability to work within and contribute to workflow processes.
- Ability to manage customer's expectations according to internal timeliness and commitments.
- Ability to take complicated or complex information and present it in a logical and concise manner
- Demonstrated thirst for keeping abreast of BA best practice (e.g. Favorite blogs, sites, setups, events)
- Understanding of the relevant industry applicable to the application (to be gained)
- Previous experience financial services (banking or credit unions) preferred but not required

COMPETENCIES:

- **Active Listening-** Giving full attention to what others are saying, understanding the issue(s), asking appropriate questions and not interrupting.



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- **Analytical**-Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- **Time Management**- Ability to prioritize work items.
- **Attendance/Punctuality**— consistently at work and on time; Ensuring work responsibilities are covered when absent; Arriving at meetings and appointments on time.
- **Initiative**--Volunteering readily; Undertaking self-development activities; Seeking increased responsibilities; Taking independent actions and calculated risks; Looking for and taking advantage of opportunities; Asking for and offering help when needed.
- **Teamwork**-Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Work Environment:

Work is performed in an office environment and involves everyday risks or discomforts which requires normal safety precautions.

Physical Demands:

Work is essentially sedentary with occasional walking, standing, bending, carrying items under 25 pounds such as books, papers, small parts, etc.

Compensable Qualifications:

Bachelor's Degree in Information Technology or Business analyst/Project Management certification with at least one year of experience in the field. Previous experience in the financial industry is greatly desired.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee signature below constitutes employee's understanding and agreement of the requirements, essential functions and duties of the position.

Employee _____ Date _____

Witness _____ Date _____