SLTX SURPLUS LINES
STAMPING OFFICE OF TEXAS

JOB DESCRIPTION

Job Title: BUSINESS ANALYST
Job Grade: 25
FLSA Status: Exempt
Department: Operations
Reports To: Director of Operations

SUMMARY

Directly reporting to the Director of Operations, responsible for analyzing and modeling existing business processes, identifying areas for improvement, and participating in design of technical solutions that support integrated deliveries of enterprise software environments, including interfaces between external entities.

ESSENTIAL RESPONSIBILITIES

1. Evaluates business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions, while ensuring solutions meets business needs and requirements.
2. Leads ongoing reviews of business processes and developing optimization strategies.
3. Develops understanding of organizational enterprise and end-user business processes, including process relation to database application and software solutions.
4. Creates detailed documentation to describe database application software infrastructure, business processes/workflows, and training curriculum/user guides.
5. Maintains working knowledge of technical construction and infrastructure of all organizational software systems in order to troubleshoot user issues possibly caused by software errors, bad data, or end-user environment.
6. Works with end-users to understand needs and assists in conversion of those requirements to accurate system designs and database application software solutions, including mock-up screens, user interface/experience (UI/UX) storyboards, and wireframes.
7. Performs feasibility analysis, to prioritize deliverables, negotiate product functionalities, and develop methods for measuring results.
8. Works with software vendors to manage implementation projects, gathering critical information from meetings with various stakeholders and producing useful reports.
9. Effectively communicates insights and plans to cross-functional team members and management.
10. Assists in performing systems testing to newly developed software programs, enhancements, and/or bug fixes.
11. Monitors deliverables and ensuring timely completion of projects.
12. Assists in training to provide support and improving processes.
13. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

1. Bachelor's degree in computer science, business, engineering, or related field. An equivalent combination of experience and/or education will be considered.
2. Three (3) years in Business Analysis, Project Manager, or related field.
3. Exceptional analytical and conceptual thinking skills.
4. The ability to influence stakeholders and work closely with them to determine acceptable solutions.
5. Advanced technical skills.
6. Excellent documentation skills.
7. Fundamental analytical and conceptual thinking skills.
8. Experience creating detailed reports and giving presentations.
9. Competency in Microsoft applications including Word, Excel, and Outlook.
10. Excellent planning, organizational, and time management skills.
11. Required to work in our HQ office and fulfill business hours requirements.

DESIRABLE QUALIFICATIONS

1. Project Management knowledge or certification as a Business Analyst or Project Management Professional.
2. Knowledge software development methods and continuous delivery.
3. Data mining, statistical analysis, and applied research methods.

Disclaimer

This job description is intended to be representative of the general nature, scope, and level of work performed by an incumbent in this position. It is not intended to be an exhaustive or limiting list of all responsibilities, duties, and skills required of all persons assigned to this position. Management reserves the right to modify this job description at any time.