JOB POSTING TEMPLATE

Date:	2021	**Function:**	Information Technology
Job title:	Senior Analyst, Business System Analysis	**Manager title:**	Manager, Business System Analysis

Job purpose

The Senior Business Analyst provides strategic business analysis services to business partners. The focus of this position is to work closely with the business units to gain in-depth understanding of customer's business strategy, processes, services, roadmap and the context in which the business operates. This role will be key to understanding the documenting capabilities needed to address business challenges.

The Senior Business Analyst is responsible for reviewing assigned business processes from end-to-end to identify and address operational, financial and technological risks. Identify opportunities to improve efficiency. Responsibilities will include a full range of activities from leading small to mid-size projects to assisting other project managers on larger more complex projects related to operational business functions that affect team members and providers at the market level.

Major accountabilities
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1. Understand the business requirements then document into respective specifications; study user's requirements, acceptance criteria, software requirement specification and design.

2. Assist business users in defining requirements and suggest business solutions;

3. Determine the potential solutions and test them for both technical and business compatibility; act as the bridge between business users and development team to gather & analyse requirements, then support development team in communicating with business users to clarify change requirements; transmit change requirements to development team members and get their feedback to business users

4. Support and align efforts to meet customer and business needs

5. Stay current with customer needs and strategies; utilizing formal and informal written communication methods (for example, emails, newsletters, PowerPoint presentations, executive updates, task lists, updates) to communicate updates and findings; and facilitating project meetings and presentations to all types of diverse audiences (for example, senior management, Customers, technical staff)

6. Lead or participate in multiple projects by completing and updating project documentation; managing project scope; adjusting schedules when necessary; determining daily priorities; ensuring efficient and on-time delivery of project tasks and milestones; following proper escalation paths; and managing customer and supplier relationship

7. Provide leadership to team members and peers by collaborating with others; articulating ideas and viewpoints to senior management, peers and others; identifying and initiating projects; managing resources; driving the resolution of issues; and holding self and team accountable for results

8. Identify, create and facilitate process design changes by conducting business and systems process analysis and design at a complex level; focusing on quality improvement and data management; ensuring data is reliable and valid; developing process improvements or re-engineering and recommending elimination; integrating new systems and processes with existing ones; and partnering with internal and external customers to ensure systems provided meet the long-term business strategies

9. Provide and support the implementation of business solutions by building relationships and partnerships with key stakeholders; identifying business needs; determining and carrying out necessary processes and practices; monitoring progress and results; recognizing and capitalizing on improvement opportunities; and adapting to competing demands, organizational changes and new responsibilities

10. Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan)

11. Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process

Specialized knowledge

Technical skills:
- Good understanding on life insurance business
- Knowledge of software development process, especially software requirement analysis
- Good listening and interviewing skills to understand a customer's business environment and processes
- Good time management and customer centric
- Detailed, careful and fast-working
- Technical Understanding
- Problem Solving
- Leadership

Soft skills:
- Problem solving
- Analytical thinking
- Time management
- Planning
- Project management
- Conversation English