JOB   DESCRIPTION

		Date	:	
Position Title	: **Analyst of Business System Analysis**	**Department**	:	**Enterprise Services**
Band	: **5.2**	**Reporting Manager Title**	:	**Head of Business System Analysis and Testing**

Job Purpose   In 2-3 sentences, please provide a summary of the purpose and objective of the job.

The Associate Business System 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 Associate 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

Identify major accountabilities. Describe these accountabilities by what is to be accomplished, how and why. Include the approximate percentage of time spent on each accountability. Use action verbs to begin each statement. Avoid the use of acronyms.

1. Understand the business requirements then document into respective specifications; study user's requirements, acceptance criteria, software requirement specification and design.
2. 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)
3. 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 relationships
4. 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
5. 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
6. 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
7. Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan)
8. Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process

9. Administer and ensure optimal implementation of all business architecture to ensure customer satisfaction and provide training to staff to ensure satisfaction to both customers and partners.
10. Lead design sessions in prototyping new systems for the purpose of enhancing business processes, operations, and information process flow.
11. Review and analyse the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
12. Identify and establish scope and parameters of systems analysis in order to define outcome criteria and measure-taking actions.
13. Collaborate in the planning, design, development, and deployment of new applications, and enhancements to existing applications.

Performance Indicators (if necessary)

Finance Metrics (If relevant, describe type and amount (e.g. size of budget managed, revenue, etc.)
Sales Metrics (If relevant, describe type and amount.)
Operations Metrics (If relevant, describe type and amount.)

Specialized Knowledge/Skills   Describe the level of technical/professional knowledge and key skills needed to successfully perform the work of the job.

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

Soft skills:
- o Ability to manage team
- o Analytical thinking
- o Time management
- o Planning
- o Project management
- o Conversation English
- o Ability to conduct research into systems issues and products as required.
- o Ability to communicate ideas in both technical and user-friendly language.
- o Highly self-motivated and directed.
- o Ability to effectively prioritize and execute tasks in a high-pressure environment.
- o Strong customer service orientation.
- o Experience working in a team-oriented, collaborative environment.

Education and Experience   Indicate the minimum education and experience required to perform the work. Include specific professional designations, licenses, registrations, etc. required to perform the job.

Education: Bachelor's degree in IT, IT Management or Business Administration.
Experience: at least 8 years of Business Analysis experience. 1-2+ years' work experience as Associate Manager / Manager (AM or M) Business System Analyst is advantage

Management Scope

Sun Life

0   **Total number of direct reports**   **0**   **Total staff managed (direct and indirect)**

Prepared By: _____   **Date:** _____

Approved By: _____   **Date:** _____