

## JOB POSTING TEMPLATE

**Date:** 2020

**Function:** Enterprise Services

**Job title:** Associate Manager, Business System Analysis

**Manager title:** Manager, Business System Analysis

### Job purpose

- 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

- Understand the business requirements then document into respective specifications; study user's requirements, acceptance criteria, software requirement specification and design.
- 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)
- 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 ontime delivery of project tasks and milestones; following proper escalation paths; and managing customer and supplier relationships
- 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
- 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
- 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
- Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan)
- Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process

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- 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.
- Lead design sessions in prototyping new systems for the purpose of enhancing business processes, operations, and information process flow.
- Review and analyse the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Identify and establish scope and parameters of systems analysis in order to define outcome criteria and measure-taking actions.
- Collaborate in the planning, design, development, and deployment of new applications, and enhancements to existing applications.

### 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
- Leadership

#### Soft skills:

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

### Problem solving

### Education and experience

- Bachelor's degree in IT, IT Management or Business Administration.
- 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

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### Communication scope

### Management scope

Total number of direct reports:

Total number of staff managed (direct and indirect):

### Metrics (if applicable)

Finance metrics (revenue, budget managed, etc.):

Sales metrics (type and amount):

Other metrics (specify):

Travel required (express as % of working time):