



Technical Business Analyst Job Description

OVERVIEW

The Technical Business Analyst, (BA), will be responsible for owning the overall design of assigned technical projects (custom or product strategy) as well as recommending best practices for solutions based on client business needs. This role as a Technical Business Analyst will require strategic design and mapping of business requirements and solutions to system/technical requirements. An individual filling the Technical Business Analyst role should be comfortable being introduced during a pre-sales engagement and can articulate possible solutions applicable to experience with Cloud-Based Software solutions. The Technical Business Analyst will also be responsible for writing a technical specifications (for custom development, system integration, etc.) based on interactions directly with the customer and professional services team. These specifications will need to be precise and clear as the Technical Business Analyst will delegate some work to fellow team members such as developers, consultants, or product support / documentation. Ideally the Technical Business Analyst is engaged in best practice development initiatives, provides thoughtful leadership, and familiarity with proven cloud solutions that support vertical objectives.

RESPONSIBILITIES

- Works effectively and individually with Technical and Non-Technical team members and customers
- Shares similar mentality as existing team members toward customer satisfaction and success
- Oversees, and has accountability for the successful completion of all aspects of assigned project work
- Can exercise independent judgment, and take the lead role on enterprise level project with minimal direction from a director or engagement manager
- Can effectively facilitate meetings, demonstrate brainstorming / consensus building skills, and interact with executive level project sponsors
- Can be called on to take a lead role in sales initiatives related to areas of expertise
- Can conduct fit/gap analysis and able to present solutions to business problems
- Can create and validate QA test plans and test cases
- Can validate new and existing systems against business requirements
- Can create new and maintain existing business and functional requirements
- Can contribute to training and support for users affected by new systems and processes
- Can work closely with software developers, quality assurance testers, project managers, and other stakeholders throughout the development lifecycle.

REQUIRED SKILLS

- Business Process Documentation
- Business Requirements Definition
- SQL (Microsoft SQL, MySQL, Oracle)
- Process Flow Analysis



- Experience working with developers
- Experience with Cloud Solutions
- Experience with quality assurance automation tools such as Selenium
- Configuration Workbook
- Detailed Functional Design
- Executive Summaries
- Project Plans

Demonstrates the following Leadership Skills:

- Sets Deadlines for Project Team Members
- Assigns Responsibilities and Directs Work of Project Team Members
- Monitors Progress, and Follows-up
- Provides Respectful Feedback
- Escalates where necessary
- Analyzes/Identifies areas of risk and develops plans to minimize
- Seeks opportunities to develop professional skills
- Travels with client or project team as needed

Required Skills/Experience:

- Technical Background / Degree Program preferred
- Able to discuss experience with cloud software solutions
- Possesses excellent oral and written communication skills
- Ability to work independently
- Willingness to travel locally (up to 20% possible)
- Able to discuss the benefits of a Software as a Service Model
- Knowledge of implementation and configuration of enterprise systems such as CRM or ERP
- Ability to learn quickly and think creatively
- Team player with strong interpersonal skills and ability to take a leadership role when necessary
- Detail-oriented individual with the ability to quickly assimilate and apply new concepts, business models, and technologies
- Requires a bachelor's degree and at least 2-5 years of consulting experience or in a related area.