1. Position Identification

Title	**Lead – Business Analyst**
Functional Area	**Analysis Team – Projects & Services**
Level	**4 A**
Functional Designation	**Lead – Analyst**
Reports to	**Senior Delivery Manager**

2. Position Objective

The Lead Business Systems Analyst will be responsible for working directly with business users and translating high-level business requirements into functional specifications for multiple software applications. This person should become an expert in the business's processes and the systems that are used and will play a significant role in the definition of specifications for new systems functionality. This job requires someone with a background in the E-governance industry (ITS would definitely be a plus), a solid understanding of various technology platforms, good analytical and troubleshooting skills, superior communication skills and the ability to learn quickly. If you love solving complex business problems with the help of technology, this might be the job for you.

3. Competencies Required

The following competencies are required for this position:

Functional Responsibilities	a. Review, analyze, and evaluate business systems and user needs. Collect and document user and business requirements using a variety of methods including user interviews, document analysis, requirements workshops, surveys, business process descriptions, use cases, task and workflow analysis.
	b. Assist the business in determining which processes can and should be automated; lead the prioritization of system enhancement requests with business and IT management.
	c. Collaborate with developers and subject matter experts to establish the technical vision and to analyze the various trade-offs in designing a proper solution - Document functional designs and provide input to software development team on new functionality; provide human factor and usable recommendations for software/web applications.
	d. Create test scenarios and execute tests on software (as needed) to confirm fixes and/or new application functionality; coordinate with business users on user acceptance testing for new software releases.
	e. Work directly with business users to troubleshoot and resolve issues with the business software (as needed) - Escalate to and work with internal software engineering team to resolve complex support issues.
	f. Contribute to knowledgebase articles to address frequently asked questions and best practices.
	g. Perform all other duties as assigned.

Job Essentials	a. Experience as a business systems analyst or relevant work experience - At least five years of experience
	b. Translate user requests into business requirements and to play a significant role in the functional design of new system functionality - At least five years
	c. Experience working with relational databases (Oracle, SQL Server, etc), client-server and web-based application concepts - At least five years of experience using tools such as Microsoft Word, Visio and Excel in documenting requirements and functional specifications - At least five years.
	d. Experience applying software development methodologies preferred
	e. Qualifications:
	-Bachelor's degree or higher in an analytical filed such as Engineering, Computer Science, or Information Technology. -MBA will be a plus. -Formal certification in BA such as CCBA, CBAP or PMI-PBA a plus.

4. Organisational Relationship/Authorities

Supervisory Responsibilities	This job has no supervisory responsibilities.

5. General Responsibilities

Interpersonal Skills - Maintains confidentiality, remains open to others' ideas and tries new things.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.