AXA Assistance USA
Job Description Form

Job Title:	Business Analyst	Department:	Information Technology
Location:	Chicago	Team:	
Date posted:		Reports to:	Project Manager

Salary Grade:

Type of position:

☒ Full-time

☐ Part-time

☐ Contractor

☐ Intern

Shift:

Hours___40_____ / week

☒ Exempt

☐ Nonexempt

JOB SUMMARY

This position is responsible for creating requirements and use cases for several concurrent projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Preparing accurate and detailed requirement specifications documents, process maps, user interface guides, functional specification documents, use cases, test cases, and other project documents as needed.
- Collecting and analyzing the project's business requirements and transferring the same knowledge to development team.
- Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Develops functional specifications and system design specifications for client engagements.
- Liaise with project stakeholders on an ongoing basis.
- Identify and resolve issues and conflicts within the project team.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Build, develop, and grow any business relationships vital to the success of the project.
- Evaluating the data collected through task analysis, business process, surveys and workshops.
- Providing suggestions to the development team during the development stage of product to meet the business' needs.
- Communicating effectively with clients, vendors, partners and internal teams to deliver product's functional requirements like screen, interface, and GUI designs.
- Documenting the acquired results of analysis and workflows as well as obtaining sign-off from the appropriate business areas.
- Designing and executing the test scripts and test scenarios.
- Coordinating with the groups of business unit who test, validate, evaluate new applications and functions, and determine issues in services and software.
- Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
- Managing any change requests related to the working project plans daily to meet the agreed deadlines.

COMPETENCIES. To perform the job successfully, an individual should demonstrate the following competencies:

- **<u>Analytical</u>** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **<u>Design</u>** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **<u>Problem Solving</u>** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- **<u>Oral Communication</u>** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **<u>Written Communication</u>** - 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.

QUALIFICATIONS. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree (B. S.) from four-year college or university in the field of computer science, information systems, engineering or equivalent; and five to ten years related experience and/or training; or equivalent combination of education and experience.
- Experience with health care solutions highly desirable.
- Experience with call center solutions, particularly in a global environment, highly desirable.
- Experience using agile and waterfall project management methodologies required.

LANGUAGE SKILLS

- Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

REASONING ABILITY

- Ability to solve practical problems and a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to effectively prioritize and execute tasks is crucial.
- Ability to think analytically and should be a problem solver.
- Ability to make effective decisions under pressure.
- Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments.
- Ability to conceptualize and frame a problem and corresponding solution(s) critical

COMPUTER SKILLS

- To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Inventory software; Spreadsheet software and Word Processing software.

OTHER SKILLS AND ABILITIES

- Ability to handle multiple concurrent issues and work in a fast-paced environment.
- Experience with PCI and/or HIPAA compliance requirements is preferred but not required.
- Up to 10% travel may be required, some of it international.
- Spanish and/or French is preferred but not required.
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REVIEWED BY:	*Title*
APPROVED BY:	*Title*
LAST UPDATED BY:	*Date:*