

Job Title: IT Business Analyst II

Reports to: IS Manager

Location: (Main Office) Schaumburg, IL

General Summary:

The business analyst has responsibility for investigating business systems, identifying options for improving business systems and bridging the needs of the business with the use of IT. This position plays a crucial role in creating and maintaining the strategic partnership between the credit union and technology delivery vendors. The business analyst maintains responsibility for managing relationships with key business software providers.

Formal Education/Knowledge:

- A 4-year bachelor degree in computer science, software engineering, information technology or other related degree plus 2 years experience working in IT business analysis positions OR a minimum of 8 years experience working in IT business analysis positions.

Specific Skills Required:

- Ability to understand business problems and opportunities in the context of the credit union's business needs, and recommends solutions that enable the organization to achieve its goals.
- Uses general business knowledge and a general understanding of enterprise systems to define and analyze project scopes and requirements to meet both business and end-user needs.
- Ability to lead requirements meetings with a number of key individuals representing business and technology, for moderately complex projects.
- Ability to perform cost benefit analysis when investigating purchase and development decisions.
- Strong problem analysis and resolution abilities; exercises judgment and practices to determine appropriate action.
- Excellent communication skills (verbal, written, listening) and the ability to interact professionally with diverse groups including executives, managers, and subject matter experts.
- Ability to construct project plans to estimate work, establish deadlines and to track progress.
- Ability to successfully engage in multiple initiatives simultaneously.
- Strong analytical and project management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Strong customer services skills with the ability to maintain professionalism under pressure.
- Exhibits strong organizational skills, attention to detail and follow-through.
- Team player with the ability to work independently.

Essential or Fundamental Job Duties/Responsibilities:

- Gathers, analyzes and documents current practices, workflows, and business needs to identify efficiencies, alternatives and gaps.
- Participates in identifying user requirements by working on teams with a number of key individuals representing business and technology.
- Documents, communicates and reviews requirements with product and project team members.
- Manages deadlines and works to meet end-user expectations.
- Reviews test plans to mitigate risks and to ensure systems meet functional and performance requirements.

- Coordinates groups of business personnel who test, evaluate and validate new functions and applications, and identifies issues in software or services.
- Acts as a subject matter expert on the core processing system and workflow platform provided by third party vendors.
- Serves as the liaison between end users and the third party software provider and/or the software development team.
- Reviews release literature and user documentation, assesses communication requirements, and communicates changes to staff.
- Develop or assists in the development of material used for internal functional release testing and training.
- Collaborates with developers and subject matter experts to establish technical vision and analyze tradeoffs between usability and performance needs.
- Develops and maintain professional client relationships and manage expectations with respect to live dates for software upgrades.
- Builds productive working relationships internally and externally.
- Contributes to the fulfillment of projects and organizational objectives.
- Occasionally provides after hour support of client implementations.
- Provides support and troubleshooting, accurately defining and diagnosing business application software related problems as reported by the end users.
- Willingness to work a flexible schedule Monday through Friday between various scheduled hours of 7:00 a.m. to 7:00 p.m. May involve weekend work, and on call after hours.
- Other duties as assigned.

Additional Health and Safety Requirements:

- Position requires ability to use a computer for 6 or more hours a day. Travel and/or work off-hours may be required. Position requires ability to lift or transport equipment over 50 pounds.