

## **IT Business Analyst - Position Description**

### **Position Summary**

The IT Business Analyst works with various functional areas to ensure their technology needs are met in a thorough and timely manner. The Business Analyst coordinates project planning and execution to develop solutions that deliver business value to City Year. The Business Analyst leads the analysis, creation and management of business requirements and ensures that requirements are fully understood by the technical team. The Business Analyst is responsible for the successful execution of the entire project that includes not only requirements and design but also implementation, configuration, testing and post implementation support. The person in this role will need not only excellent problem-solving skills but also the ability to see the larger picture and recommend the steps to go from business need to solution.

### **Responsibilities**

- Develop project scope and objectives for relevant projects in support of business goals.
- Create and maintain project plans and specification, estimating time requirements, deadlines; monitor milestone completion; track all phases of the project product/service lifecycle; provide timely reporting of issues that impact project progress; coordinate actions, and resolving conflicts.
- Conduct project meetings and meet with project teams regularly to review project deliverables and deadlines.
- Elicit project requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis as appropriate.
- 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.
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed: Functional requirements (Business Requirements Document); Use Cases; GUI, Screen and Interface designs.
- Develop requirements specifications according to standard templates, using natural language.
- Create visual models, flow charts, and other specification components that facilitate simplification and abstraction.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Clarify and elaborate requirements when they are ambiguous, change, or conflict with other business requirements
- Be the liaison between the business units, technology teams and support teams.

### **Qualifications and Skills:**

- At least 3 years of IT business analysis experience is required.

- Strong analytical and product management skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Ability to negotiate alternatives, facilitate acceptance and set expectations with stakeholders.
- Ability to successfully engage in multiple initiatives simultaneously.
- Self-motivated, with an ability to work independently as well as within project teams.
- Operate effectively, and with a sense of possibility, in a fast-paced, deadline-driven environment.
- Thorough knowledge of Excel, PowerPoint, Visio, and Project.
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group of executives, managers, and subject matter experts.

To apply, please send cover letter, resume and 3 references to:

e-mail: [cjobs@cityyear.org](mailto:cjobs@cityyear.org) (Reference "IT BA" in subject line of email)

fax: 617-927-2687

mail: City Year, Inc.

Attn: HP "IT BA"

287 Columbus Avenue

Boston, MA 02116

No phone calls please.