

**POSITION TITLE:** Business Analyst

**DEPARTMENT:** Implementation Services

**REPORTS TO:** Business Analyst Manager

**STATUS:** Full-Time Exempt

**POSITION SUMMARY:**

This is a full-time exempt position based in Homestead, Pennsylvania for the purpose of solving our client's business needs with the help of our industry leading technology. The Business Analyst will serve as a bridge between our account managers and information technology staff to define and execute software solutions throughout the platform to help better serve our clients.

Employees at CECity are expected to consistently demonstrate the following attributes: Commitment to excellence and customer service as demonstrated through accuracy, efficiency and timeliness in performance of assignments. Flexibility, team work, professionalism, effective verbal and written communication and a high-level of problem-solving skills are essential.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Collect and document business requirements from Client for small and medium development project according to CECity's standards and best practices.
- Transfer business requirements to functional requirements for development.
- Facilitate and obtain internal sign offs of based upon CECity's standards and best practices.
- Present and review functional requirements to project team members.
- Log and track requirements in CECity's roadmap system.
- Identify tasks on projects, as assigned, set timeline for assigned tasks and maintain status of the tasks within the project management system.
- Schedule and prioritize assigned tasks based upon CECity's priority and requested timeline.
- Assist in the placement of development projects to the organization roadmap so resources can be allocated.
- Drive requirements through the development process and act as subject matter experts for CECity staff.
- Provide client acceptance testing at the end of the QA process.
- Gatekeeper of issues during client testing and burn in phase.
- Provide weekly status reports on the status of projects.
- Participate in client presentations and demonstrations when required.
- Develop implementations plans to migrate new functionality to production.
- Escalate issues to the Business Analysts Manager due to technology, timeline or resource constrictions.
- Produce low fidelity mockups using Axure, Adobe or other web design mockup software.

- Work to ensure all project specifications are placed on our online file repository.
- Participate in SCRUM meetings during development phase and serve as subject matter expert to expedite and resolve development issues.
- Locate, identify and manage information from our internal file repository and transcribe it to the online documentation system.
- Produce, manage, track and execute the internal project plan from the requirements gathering to deployment
- Develop and maintain strong knowledge of CECity's products and services with the purpose of being able to guide solutions based upon client's requirements.
- Other duties upon request.

#### **REQUIREMENTS:**

- Bachelor's Degree or equivalent preferred.
- 3 years' experience in web application software development process.
- Comfortable using Microsoft Office applications such as Excel, Visio, Word, PowerPoint, and Project.
- Ability to actively listen and to handle difficult or delicate situations with diplomacy and tact.
- Ability to explain concepts clearly in written and verbal communications to co-workers, end users and clients via email, phone, online resources and online conferencing.
- Excellent organization, time management, and prioritization skills.
- Strong leadership with ability to take ownership for projects and results.
- **Physical requirements:** Must be able to see, hear, type and speak clearly.
- **Other:** Must be able to work extended hours and work well under pressure. Some travel required.