

Job Title: ANALYST, BUSINESS

Location: OWINGS MILLS I

Career Band: Band A

Reference #: 003178

Hire Range: \$48,914 - \$61,143

Responsibilities

Interpret business needs and issues by gathering, analyzing, documenting and validating the Business area's user and technical (functional/non-functional) requirements. Under the direction of a Lead or Senior Business Analyst, participates in the creation of PRD (Project Requirements Document) including defining Business, User and functional and non-functional requirements needed for approval by Business and for use by Design, Development and Testing teams. Participates in the creation of the Requirements Management Plan to define, organize and schedule requirements management and development activities. Participates in requirements analysis and verification sessions. Participates in the tracking and management of open issues and assists in planning for resolution. Participates in development sessions and design reviews in order to ensure design meets user requirements.

Responsible for overall success of user acceptance testing, including results verification and release. Implements practices and procedures for end user test plans. Ensures all user acceptance tests are conducted and documented according to standards. Identifies and documents system deficiencies. Coordinates and participates in groups of end users who test, evaluate and validate new functions and applications and identify issues in software or services. Ensures continuing operational quality by documenting fixes and enhancements. Providing guidance and training to application end users. Provides ongoing assistance to software developers and testers to resolve defects during the testing process.

Troubleshoot systems problems identify cause of problems, work with appropriate group to correct problem. Track and resolve systems issues. Prioritize and manage new work requests. Develop solutions and workarounds that solve low complexity technical and/or business issues. Develop and maintain functional systems add-ons.

Reviews, analyzes and creates detailed documentation of business systems and user needs. Responsible for writing all documentation in clear and well organized manner. Develops key project deliverables including requirements specifications, use cases, system test cases, training and documentation and user manuals for projects of low complexity.

Use project management techniques to establish roles and responsibilities, monitor project and request status and workload, and ensure deliverables of high quality, effectiveness and timeliness. Coordinates assigned projects from concept through implementation. Creates, develops and maintains project schedules for key deliverables by developing project plan, monitoring milestone completion and coordinating project progress. Accurately completes and submits status reports

Qualifications

Required: This position requires a bachelor's degree in Information Technology, Computer Science or Business or equivalent relevant work experience in business analysis, systems analysis and/or testing and 1-3 years of related work experience.

Experience in or exposure to business process analysis, Work flow, task analysis, user acceptance testing and requirements analysis.

Demonstrated ability to elicit, document, analyze and verify requirements.

Knowledge and experience with user acceptance testing concepts.

Proven project management skills.

Basic understanding of project Software Development Life Cycles.

Minimum of 1 year of demonstrated successful use of SDLC methodology or demonstrated knowledge of business processes related to the business area supporting.

Must demonstrate understanding of industry standard Business Analysis Best Practices.

Experience in or exposure to accurately modeling requirements using at least one if not more of the following: Workflow Modeling, Use Cases, Use Case Specification Process Modeling.

Required Abilities/Skills:

Use industry standard requirements gathering and modeling techniques to understand and communicate the needs of the product's users.

Relevant business and systems subject matter expertise.

Ability to work independently and as part of a team.

Excellent interpersonal skills.

Ability to lead problem-solving discussions.

Attention to detail and excellent analytical and problem-solving skills.

Excellent written and verbal communication skills.

Excellent organizational skills and ability to set priorities and handle multiple projects concurrently.

Strong PC skills including Microsoft office software such as Word, Power Point, Visio, MS Project and Excel.

Preferred:

Knowledge of organization and operations of the business area supporting.

Understands basic Internet and client/server architectures.

Technical writing experience and training experience.

Knowledge of the CareFirst Defined Processes.

Experience with the health insurance industry, especially with BCBS plans.

Experience with Requirements Management Tools.

Experience with software testing, test management and defect tracking tools.

Experience with TSO and SQL.

Equal Employment Opportunity

We are an Equal Employment Opportunity / Affirmative Action Employer.

Other Information

Department: Data Governance & Stewardship

Hire Range Disclaimer

Please note that the "Hire Range" posted is only a suggested hire range. Actual salary will be based on relevant job experience and work history.

Please Apply Before

11/30/09

Where To Apply

Please send resumes to lashawna.may@carefirst.com