

# Business Analyst 2

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## Position Classification

**Department:** Operations

**Compensation Structure:** Exempt / Annual Incentive Plan

**Level:** 6

**Reports To:** Director of Digital Product Development

## Summary/Objective

The Business Analyst will lead and manage both strategic and tactical operations of the business systems, work with our users to align technology solutions with their business objectives, and ensure we meet business requirements and implement these solutions. The goal is to ensure the agreed-upon levels of service to our end-users and vendors.

## Essential Functions

- Provide the vision, leadership, and management for the technology services being delivered to our business users
- Provide and develop technical expertise in a variety of industry concepts, practices, and procedures for our users
- Consult regularly with users regarding technology needs as well as develop strategic plans and roadmaps based on business drivers of our users
- Manage vendor relationships on behalf of the users to ensure technology and business goals are met
- Develop technology solutions by studying business needs, understanding business operation, conferring with users, analyzing systems flow, data usage, work processes, and investigating problem areas
- Document and demonstrate technical solutions by developing documentation, flowcharts, layouts, diagrams, and charts
- Desire to engage with all functions and business units across the company in driving technology services with excellent facilitation, collaboration, negotiation, and presentation skills
- Work with operations to establish business objectives, goals and priorities
- Create stories for application enhancements using SCRUM and Agile methodologies
- Assist in creating test plans and test scripts
- Execute user acceptance testing based on stories and test scripts
- Manage validation testing during deployments

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## Competencies

- Proven experience working in high demand work environments
- Must communicate effectively both verbally and in writing with a variety of audience types using different mechanisms including informal updates, formal presentations, business case documents, and other analytical and technical documents
- Must have project management and leadership skills with strong sense of ownership and urgency
- Ability to perform duties in a punctual, efficient, and time-sensitive manner with excellent attention to detail and follow-through
- Understand Agile concepts such as SCRUM, story writing, UAT testing and stand-up meetings
- Knowledge of the repossession industry a plus
- Knowledge of BPM tools such as AWS, Pega and Salesforce a plus
- Demonstrate strong logical and complex technical problem-solving skills for the following areas:
  - MasterQueue
  - MBSi applications such as iRepo, Repros, RCO/RCM
  - Pega
  - Salesforce
  - Cargotel
  - Veroot
  - Security policies, standards, and protocols
  - Business Continuity & Disaster Recovery
  - SOX Audit

## Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are variable and based on business need. Evening and weekend work may be required as job duties demand.

Occasional travel may be required in 2-3-day increments.

## Education and Experience

- Bachelor's degree in computer science, business administration, related field OR equivalent experience
- A minimum of 4 years relevant experience working in IT or Business Operation

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- A minimum of 2 years relevant experience with providing frequent technical guidance to others

## **AAP/EEO Statement**

Location Services provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, Location Services complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

## **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.