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## Business Analyst I

**Req No.** 2021-5677    **Company** Central Health    US-TX-Austin**Category** Professionals    **Type** Regular Full-Time

### Overview

The Business Analyst I is responsible and accountable for all business aspects (i.e. technical, operation, economical) of the requirements and analysis phase of a project or request. This role will work to evaluate customer requests and align requests with customers' strategic goals and objectives. The Business Analyst I will also analyze business systems and/or business processes to identify user needs and create business cases, requirement documents, defined measures of success, and other project documentation. The Business Analyst I will also perform other duties as assigned.

### Responsibilities

**Essential Duties (at least 5 that are non-negotiable duties and are absolutely pertinent to successfully completing the job without accommodations):**

- Create documentation to define and support a project's business needs, including, but not limited to, business cases, business requirements, budgets, resources, timelines, and operational transitions
- Collaborate with project sponsors and business owners to guarantee projects and requests align with customer and/or departmental strategies and goals
- Schedule, coordinate, and lead meetings/demos with customers and technical teams to understand, identify, and define business needs

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- Review and facilitate the development of Requests for Proposal (RFPs) in cooperation with Joint Tech and customer leadership
- Oversee and prepares budget estimations, including resources and costs
- Facilitates technical reviews of any new application or system in collaboration with appropriate technical teams
- Work within the enterprise and/or customer governance process to approve and prioritize projects and requests
- Resolve and/or escalate issues in a timely fashion according to departmental processes
- Act as the point of contact for all internal and external project communications and manage project documentation from time of inception to handoff to the Project Manager
- Ensure project analysis team roles, responsibilities, and decisions are clearly defined and properly documented
- Manage relationships with project stakeholders, including internal and external clients and vendors, informing them of progress and issues to manage expectations on all project requirements and deliverables
- Utilize Joint Tech PMO standards, processes, and tools to create project documentation and track project metrics
- Analyze lessons learned and share with other PMO team members, managers, technical teams, and customers
- Perform other duties as necessary

**Knowledge/Skills/Abilities:**

- Highly experienced at building relationships within the organization
- Strong and proven attention to detail and accuracy
- Excellent verbal and written communication skills
- Working knowledge of business analyst and project management methodologies, including waterfall and Agile
- Ability to deliver engaging, informative, well-organized presentations
- Knowledge of Software Development Lifecycle (SDLC)
- Ability to translate moderately complex concepts for peers and customers
- Expert facilitator for multiple customers and technical staff, to include building consensus and mediating compromises
- Experience gathering and managing requirements and diagramming workflow
- Familiarity in data gathering and facilitation techniques (i.e. meetings and JAD sessions)
- Proven decision making/problem solving abilities
- Strong analytical, evaluation, and planning skills/experience with technical requests and projects
- Technical aptitude for understanding and communicating new technologies

**Qualifications**

MINIMUM EDUCATION:

- Bachelor's degree

PREFERRED EDUCATION: N/A

MINIMUM EXPERIENCE: