Position Title: Business Analyst – New Delhi
Department: IT
Location: New Delhi
Date: 13th Sep 2018

Scope of Work/Objective

As the Business Analyst, you will act as a liaison between business users and technical team. You would be responsible to gather and analyze business requirements and to provide the suitable solutions.
You will also be needed to collaborate with external vendors. Duties include working with internal business customers to understand their requirements, maintaining requirement documents, providing training and support.

Job functions and responsibility:

- Gathering and analyzing requirements for SAGE applications, expert in creating wireframes and screen mock-ups.

- Be a part of innovation group and do research on latest technologies to support the new initiatives

- Conduct feasibility studies and analysis for projects.

- Liaise between business and systems areas to investigate and/or develop solutions to business/systems issues

- Generate the required reports using SQL queries, Google Analytics or other analytics tools.

- Perform functionality testing of the solution and check whether all functionalities are successfully implemented

- Communicate regularly with business users and technical staff to ensure issues (if any) are resolved in a timely manner

- Learn the internal business applications, their structure, functionality and technology in detail

- Identify and implement process improvements in collaboration with the business and development teams

- Assist in training procedures and documentation for end users

- Share best practices with other team members to enhance the quality and efficiency of support services

- Effectively interact with other members of the team

- Collaborate with external vendors

- Other duties as assigned

Education, Skills, Experience and Qualification Guidelines

- Bachelor's Degree (Computer Science or related)

- Experience in requirement gathering and wireframe designing

- Experience in writing SQL queries

- Advanced Microsoft Office skills

- Excellent analytical problem solving skills

- Excellent verbal and written communication skills

- Capable of gathering and validating requirements in order to resolve issues and problems

Additional Information

- Ability to multitask by working with multiple initiatives

- Able to interact with IT and business customers located globally to elicit requirements.

- Able to do impact analysis.

- Excellent written and verbal communication skills to ensure the highest level

  of customer satisfaction

- Strong attention to detail

Qualifications and Education
- Bachelor's Degree (Computer Science or related)

COMPANY ACKNOWLEDMENT

- To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed within this position description are representative of the education, skills, experience and qualifications required. Incumbents in this position must maintain absolute confidentiality with company information at all times.

- Management reserves the right to change, rescind, add or delete the essential functions of this position at any time, with or without notice.