

Business Analyst

Summary statement

Analyses Information System for improving business performance.

Mission

Identifies areas where information system changes are needed to support business plans and monitors the impact in terms of change management. Contributes to the general functional requirements of the business organization in the area of ICT solutions. Analyses business needs and translates them into ICT solutions.

Accountable

Business requirements

Responsible

- Business case
- Business relationship

Contributor

- Business plan
- ICT Strategy & implementation

Main task/s

- Contribute to the preparation of the business plan of the organization
- Identify areas for improvement in business processes providing possible ICT solutions compliant with the ICT strategy
- Build requirements, specifications, business processes and the business case related to the proposed solutions
- Analyze required information and documents

KPI area

Adequacy of the business requirements in response to the business plan

A - Plan

A.1. IS and Business Strategy Alignment

Anticipates long-term business requirements, influences improvement of organisational process efficiency and effectiveness. Determines the IS model and the enterprise architecture in line with the organisation's policy and ensures a secure environment. Makes strategic IS policy decisions for the enterprise, including sourcing strategies.

Proficiency Levels

Proficiency Level 4 - Provides leadership for the construction and implementation of long term innovative IS solutions.

A.3. Business Plan Development

Addresses the design and structure of a business or product plan including the identification of alternative approaches as well as return on investment propositions. Considers the possible and applicable sourcing models. Presents cost benefit analysis and reasoned arguments in support of the selected strategy. Ensures compliance with business and technology strategies.

Communicates and sells business plan to relevant stakeholders and addresses political, financial, and organisational interests.

Proficiency Levels

Proficiency Level 4 - Provides leadership for the creation of an information system strategy that meets the requirements of the business(e.g. distributed, mobility-based) and includes risks and opportunities.

D - Enable

D.11. Needs Identification

Actively listens to internal/ external customers, articulates and clarifies their needs. Manages the relationship with all stakeholders to ensure that the solution is in line with business requirements. Proposes different solutions (e.g. make-or-buy), by performing contextual analysis in support of user centered system design. Advises the customer on appropriate solution choices. Acts as an advocate engaging in the implementation or configuration process of the chosen solution.

Proficiency Levels

Proficiency Level 4 - Exploits wide ranging specialist knowledge of the customers business to offer possible solutions to business needs. Provides expert guidance to the customer by proposing solutions and supplier.

E - Manage

E.5. Process Improvement

Measures effectiveness of existing ICT processes. Researches and benchmarks ICT process design from a variety of sources. Follows a systematic methodology to evaluate, design and implement process or technology changes for measurable business benefit. Assesses potential adverse consequences of process change.

Proficiency Levels

Proficiency Level 4 - Provides leadership and authorises implementation of innovations and improvements that will enhance competitiveness or efficiency. Demonstrates to senior management the business advantage of potential changes.

Responsibilities:

- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Leading ongoing reviews of business processes and developing optimization strategies.
- Staying up-to-date on the latest process and IT advancements to automate and modernize systems.
- Conducting meetings and presentations to share ideas and findings.
- Performing requirements analysis.
- Documenting and communicating the results of your efforts.
- Effectively communicating your insights and plans to cross-functional team members and management.
- Gathering critical information from meetings with various stakeholders and producing useful reports.
- Working closely with clients, technicians, and managerial staff.
- Providing leadership, training, coaching, and guidance to junior staff.
- Allocating resources and maintaining cost efficiency.
- Ensuring solutions meet business needs and requirements.
- Performing user acceptance testing.
- Managing projects, developing project plans, and monitoring performance.
- Updating, implementing and maintaining procedures.
- Prioritizing initiatives based on business needs and requirements.
- Serving as a liaison between stakeholders and users.
- Managing competing resources and priorities.
- Monitoring deliverables and ensuring timely completion of projects.
- Reporting to the head of ICT Finance
- Provide monthly status reports about the goals to be achieved

Qualifications:

- ~ A bachelor degree with minimum of 5 -10 year's experience as business analyst in financial organizations.
- ~ Exceptional analytical and conceptual thinking skills.
- ~ The ability to influence stakeholders and work closely with them to determine acceptable solutions.
- ~ Advanced technical skills.
- ~ Excellent documentation skills.
- ~ Fundamental analytical and conceptual thinking skills.
- ~ Experience creating detailed reports and giving presentations.
- ~ Competency in Microsoft applications including Word, Excel, and Outlook.
- ~ A track record of following through on commitments.
- ~ Excellent planning, organizational, and time management skills.
- ~ Experience leading and developing top performing teams.
- ~ A history of leading and supporting successful projects.
- ~ Required English and Dutch oral and written

