Business Analyst – Web Applications
Cypher Systems Group (CSG)

www.cyphersystemsgroup.com

CSG is a leading strategic oversight company responsible for an exciting and divergent group of companies. We are involved in a variety of industries including property casualty insurance, global medical assistance, claims and adjudication, software application development and service, as well as sports and real estate development.

As a member of the Web Applications Team, the Business Analyst will be responsible for communicating with internal and/or external customers to analyze information needs, functional requirements, and collaborate with the development team to design and implement solutions. This role is also responsible for designing, developing, and executing quality assurance testing measures to validate business solutions. The business analyst in this role validates both the user requirements and deliverables during the systems development, implementation and maintenance stages. As a Business Analyst; you represent the interests of the client, ensuring solutions meet their business needs.

The Role

Duties and responsibilities apply to existing and future application developments.
- Function as a representative of the end user to ensure software usability for the target audience.
- Collaborate with the Web Applications Team to develop user requirements, use cases, and screen and interface designs.
- Actively participate and collaborate in the planning of projects, product enhancements, as well as maintenance releases, bug review, and emergency changes for existing products.
  - This includes coordinating and acquiring time estimates, solution design and risk analysis.
  - Soliciting requirements using interviews, document analysis, requirements workshops, surveys, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
- Develop and execute formal requirements documentation to ensure the development of quality software applications.
- Test new and existing CSG web applications
- Resolve issues through strong analytical and problem solving skills; approach solutions form multiple perspectives.
- Develop and maintain documentation and procedures for installing, maintaining, testing, and monitoring the applications.
- Perform administrative functions such as user account addition/configuration/deletion and website configuration.

- Where applicable, provide client training on new software solutions.
- Actively participate in the resolution of defects while effectively reporting status and results to stakeholders.
- Understand how and why clients use the application.
- Become a subject matter expert on application features/functionality.
- Participate in Disaster Recovery exercises.
- Organize and schedule regular work while being able to accommodate emergency situations that may arise.

Skills and Requirements

- Experience working with existing business processes, workflows and tools as it applies to software development.
- Proficient in the use of Microsoft Office tools such as Outlook, Excel and Word.
- Strong written and verbal communication and interpersonal skills:
    - Ability to work effectively with diverse groups of people at various levels within an organization.
    - Ability to articulate technical concepts, problems and solutions to users at all skill levels.
    - Proven ability to compose and edit a variety of documents using correct spelling, grammar, and punctuation.
    - Strong attention to detail.
- Ability to work accurately, with interruptions, to meet deadlines:
    - Flexibility to adapt to changes in assignments and priorities.
- Excellent organizational, time management and problem-solving skills:
    - Ability to prioritize work and complete assignments within the allotted time.
    - Demonstrated problem solving skills.
    - Ability to use analytical and decision-making skills to offer options and resolutions in a variety of situations.
- Ability to work well independently as well as part of a team:
    - Proven ability to work as part of a team or independently without direct supervision.
- Ability to exercise flexibility, initiative, good judgment and discretion.
    - Ability to exercise good judgment and discretion when dealing with confidential information and matters.
    - Flexibility to accommodate tight schedules.
    - Ability to adapt to changes in work environment, work assignments, and/or changes in priorities.

Additional Qualifications (not mandatory)
- Experience developing requirements for web-based applications.
- Experience as a Business Analyst and/or experience in a programming or business support role.
- Experience as a QA Analyst and/or equivalent experience in a programming role.
- Education in Computer Science or related field.

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To apply, email your cover letter and resume in either Microsoft Word or PDF format to
hr@cyphersystems.com   Please quote the job title in the subject line.

Note: Only applicants selected for an interview will be contacted.

If you require assistance or accommodation during our recruitment process, please notify Human Resources so that we can review and consider how we may be able to assist you based on your individual needs.