Location: Woburn, MA
Position Type: Contract
Hybrid role 2 days remote 3 days onsite

Business Analyst

- **Contract Duration 12+ months**
- **Experience: 8 Years+**

SUMMARY:

- **The Business Analyst reviews analyze and evaluates business systems and processes to develop a detailed understanding of user needs.**
- **The incumbent may lead or assist with the design, implementation, and modification of custom applications.**
- **The Business Analyst may train end users and create related training materials.**
- **The BA is responsible for troubleshooting and resolving or escalating production problems.**
- **The incumbent will continuously gather business requirements and ensure that post-production issues are minimal.**
- **The BA will work on project-related items as assigned. The BA may manage small projects.**

Essential Duties:

- **Provide day-to-day support and troubleshooting of user and application problems within a specific business area.**
- **Provide process, functional, and technical expertise, within an assigned business area, in the analysis, design, development, and implementation of business processes and applications.**
- **Collaborate with other IT staff and internal customers in new product reviews, tests, and pilots.**
- **Document system functions and cross-functional processes for the IT group and selected items for internal business customers.**
- **Provide consulting support on processes and systems issues.**
- **Elicit, document, and analyze stated requirements and functional specifications for cross-functional projects to provide the best solution for business needs.**
- **Collaboratively design customer reviews and approved solutions with senior team members.**
- **Proactively leverage business and functional knowledge of one or more key areas to design solutions that address business needs.**
- **Identify operational inefficiencies, conflicting business practices, and integration issues, suggesting alternative solutions.**
- **Integrate project activities with Quality Assurance and Software Development teams to ensure successful implementation and support of projects.**

- **Foster and maintain productive relationships with internal teams and business partners.**
- **Maintain all project tasks through the production ticket system or project server every week. Keep Project Manager informed of any issues.**
- **Create or assist with the creation and execution of test scripts for a module or application to ensure that production issues are minimal after the implementation of new enhancements, changes, or upgrades.**