

Job Description: Business Analyst

Job Duration: FTE

Job Location: Remote

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Position overview

The Business Analyst will act as a liaison among client stakeholders to analyze, document, and validate business and system requirements. The individual will work internally with their project team to clearly communicate the understanding of client's current processes. He or she will also work with the project team to define a future state process that aligns with industry best practices and meets or exceeds client's expectations. The business analyst must be able to identify and understand business needs, policies and regulatory compliance, workflows, and operational roles and responsibilities.

What you get to do

- Evaluate business processes, anticipate requirements, uncover areas for improvement
- Drive collection of existing formal and information process artifacts and information
- Produce the future state process design
- Perform gap analysis based on current/future state analysis
- Lead customer stakeholders through design review of the future state process and achieve design signoff
- Stay up-to-date on the latest process and IT advancements
- Create the process design artifacts and specification for submission to the delivery and testing team
- Review test plans and traceability matrixes to ensure requirements functionality delivery
- Collaborate with Engagement Manager and Technical Lead to provide project plan effort and schedule efforts for all analysis and design activities, tasks and deliverables
- Participate in acceptance testing activities to ensure intended functionality and quality
- Perform demos of the new process of the new application to show features and capabilities and to share ideas and findings
- Identify opportunities and improvements to the customer's requirements beyond statement of work
- Provide leadership, training, coaching, and guidance to junior staff

To be successful, we need someone who has

- A bachelor's degree in business/related field/MBA or a minimum of 5 years' experience in business analysis or a related field
- Strong understanding and practical implementation experience of ITIL v3 best practices (preferred)
- Process and service design analyst experience implementing in the ServiceNow tool, preferred
- Exceptional analytical and conceptual thinking skills
- The ability to influence stakeholders and work closely with them to determine acceptable solutions
- Excellent communication and documentation skills
- Experience creating detailed reports and giving presentations
- Experience creating workflow diagrams using Business Process Management Notation (BPMN)
- Basic project management skills including: excellent planning, organizational, and time management skills
- Experience leading and developing top performing teams
- A history of leading and supporting successful projects

Preferred Certifications

- ITIL v3 Foundations
- ITIL v3 Practitioner Certification
- ITIL Masters
- ServiceNow System Administrator

About Pathways

Pathways Consulting Group is a leading ServiceNow Silver Services Partner with a core competency in Enterprise Service Management. We help organizations build the fundamentals to run more- efficiently and align with their overall corporate strategy. We also provide organizations with the knowledge needed to enable them to make sound business decisions around people, process, governance and technologies, and to operate as a service provider for their customers.

Utilizing the ServiceNow platform, Pathways Consulting Group provides full end-to-end services around Enterprise Service Management (ESM). A solid ESM platform is key to ensure a successful implementation. Therefore, we also help organizations build and improve their ESM workflows and processes. This includes analysis of existing processes and workflows and evaluating all possible improvements, ensuring today's changes help build toward the vision of your future ESM practice.

We believe an organization's employees are their biggest asset. Our employees' professional growth means growth for the company as a whole. This belief is reflected in our employee training initiative, focusing on knowledge transfer, team building and one-on-one mentoring.

Pathways offers full benefits for employees including, but not limited to, paid and sick time off, vacation time, medical, dental, and vision insurance, 401K plan with employer contribution, FSA, and Life Insurance.