

**Job Description:** Business Analyst

**Contact Name:** Kristen Pierce

**Job Duration:** FTE

**Job Location:** Remote

**Contact Email:** [kristen@pathwayscg.com](mailto:kristen@pathwayscg.com)

## Position Overview

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The Business Analyst is the vital link between the Pathways technical team and Pathways' client. The Business Analyst discovers and documents the client's business processes and needs by applying standardized and common practice methodologies. The analyst is responsible for obtaining the clients acceptance of discovered requirements, user stories and proposed solutions. This role reports into the Manager of Business Analysts.

Performance Standards include:

- Knowledge of Business Analysis
- Full awareness of Pathways' client requirements and strive to exceed their expectations
- The ability to maintain a high degree of communication within Pathways and with Pathways' clients
- A commitment to continued learning
- The ability to be a Team Player
- Excellent communication skills

## What you get to do in this role:

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- Evaluate client's business processes, anticipate requirements, uncover areas for improvement, and develop and implement solutions
- Stay up to date on the latest business process and technology advancements
- Conduct client meetings and presentations to share ideas and findings
- Perform requirements analysis
- Document and communicate the results of efforts
- Effectively communicate insights and plans to cross-functional team members and client's management
- Gather critical information from meetings with various stakeholders and producing useful reports
- Work effectively within cross-functional teams which might include clients, technicians, managerial staff, and others
- Ensure that the solution meets the client's needs and requirements
- Testing, Quality assurance and client training
- Perform user acceptance testing
- Update, implement and maintain procedures
- Serve as a liaison between Pathways technical team and all stakeholders (Pathways and client)
- Monitor deliverables
- Special assignments

## In order to be successful in this role, we need someone who has:

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- A bachelor's degree in business or related field or an MBA or a minimum of 5 years' experience in business analysis.
- ServiceNow System Administrator Certification (CSA)
- Demonstrated ability to form and maintain productive working relationships with a wide range of internal and external stakeholders. Exceptional analytical and conceptual thinking skills.
- The ability to influence stakeholders and work closely with them to determine acceptable solutions.
- Excellent documentation skills.
- Experience creating detailed reports, giving presentations and application demos.
- Competency in Microsoft applications including Word, Vision, Excel, and Outlook.
- A track record of following through on commitments.
- Excellent planning, organizational, and time management skills.

- A history of supporting successful projects.

## Preferred certifications

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

## About Pathways

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Pathways Consulting Group is an Elite ServiceNow Partner with a core competency in Enterprise Service Management (ESM). 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 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 our clients' future ESM practice.

Our slogan: We listen. We care. We execute.

## Our core values

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In 2019, Pathways was recognized by Consulting Magazine as one of the Top 20 Best Small Business Firms to Work For. This honor is due to the incredible culture that we have instilled across our organization. Pathways recognizes how critical it is to have a culturally solid organization to grow and scale; therefore, we have two core values: Be Collaborative and Be Exceptional. Our entire company is held accountable to these values. Additionally, we make considerable investments in training initiatives, knowledge transfer, team building and one-on-one mentoring.

## Our benefits

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