

JOB TITLE: Sr. Business Systems Analyst
DEPARTMENT: Information Technology
SUPERVISOR: Director of the Project Management Office
STATUS: Exempt

SUMMARY: Reporting to the Director of the Program Management Office (PMO), the Sr. Business Systems Analyst (SBSA) is responsible for the requirements gathering, business analysis and business process improvement activities. In addition, the SBSA will support the PMO initiatives, lead and oversee projects, and mentor the business operations project leads on PMO established methodologies, processes and procedures. The ideal candidate is a results-oriented professional who has strong interpersonal and communication skills and is effective at communicating at all levels of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Primary Responsibilities:

- Lead business-process analysis and improvement activities. Partner with key stakeholders to analyze and map current business processes and document process improvements.
- Gather, analyze and document business requirements. Collaborate with business users to understand and document business requirements and translate them into functional, process and information requirements.
- Support the PMO in ensuring the growth and success of the business operations teams' members that act as project managers by providing mentoring and training on the PMO's established PM tools, processes and procedures.
- Develop and maintain PM tools and templates in alignment with the PMO methodologies and lifecycles.
- Guide project teams on the development and maintenance of project documentation and deliverables throughout the project lifecycle.
- Manage project implementations and schedules, including vendors' assessment, selection and product implementation. Manage project deliverables, risks and issues.
- Track and communicate project expectations and status to project teams and other stakeholders in a clear and concise fashion.
- Continue to develop business and PM related skills.
- All other duties as assigned or required.

Core Competencies and Qualifications:

- Strong analytical, problem solving and organizational skills with a keen attention to detail and the ability to translate complex ideas into easy to understand concepts.
- Excellent interpersonal and communication skills with teamwork and customer service attitude.

- Ability to work collaboratively and drive teams and projects towards the expected outcomes.
- Ability to engage and facilitate meetings with large groups of diverse stakeholders and business users.
- Ability to manage multiple priorities in a dynamic environment.
- Expertise in utilizing various business analysis, process modeling, and project management systems and proficiency in Microsoft office tools.

Education/Experience:

- 5+ years business systems analysis experience gathering business requirements, analyzing and mapping business processes, and developing project and end-user documentation.
- Project management experience. Strong project management skills and demonstrated ability to manage projects from inception to completion. PMO experience a plus.
- Bachelor's degree in computer science, business or related field required.
- PMP certification preferred.
- Knowledge and familiarity with legal services business or other professional services organizations is preferred.

This job description is intended to be general and may evolve over time. It is subject to periodic updating and is subject, at the firm's discretion, to the assignment of different or additional duties.

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Please email Pamela Morgan at pmorgan@goulstonstorrs.com for more information.