
MIT Job Description

Job Title: Business Analyst	Position Title: Business Analyst, STS
Reports to: Associate Director, Portfolio and Project Management	% Effort or Wkly Hrs: 100%

Position Overview:

Responsibilities include analyzing and understanding the business policies/procedures of functional areas across the school; recommending new technologies and business process changes; leading small-to-medium technology projects; providing systems support for a variety of users and technology solutions.

This individual will engage the community to analyze requirements, support in design and development of effective solutions, and align technology with business strategies as part of the PPMO team.

She/he will coordinate and conduct testing for system support and enhancements; develop training materials, implementation plans, and advise on change management strategies. Additionally, this individual will develop and maintain PPMO reports; assist in the development and maintenance of policies, procedures and guidelines around supported platforms, provide hands-on troubleshooting, and serve as a liaison between PPMO team and other departments, teams, and external vendors as needed.

The successful candidate will have influencing, negotiation, critical thinking and problem solving skills. This is a great opportunity to build experience in a wide variety of systems and business functions while working with an energetic and enthusiastic team.

Principal Duties and Responsibilities (Essential Functions):**

1. Engage community and STS peers to identify and analyze technology solutions for business improvement opportunities
 - Liaise with members of the school community and project stakeholders on an ongoing basis. Set and continually manage expectations with project sponsors, team members and stakeholders.
 - Research and analyze solutions, manage proof-of-concept initiatives and all aspects of requirements gathering and documentation.
 - Lead brainstorming sessions to identify solutions and/or enhancements based on business value.
 - Coordinate the work of third party contractors and consultants.
2. Oversee business analysis lifecycle as part of agile project management best practices and techniques
 - Provide input in creating project work/management plans in the school's dynamic and fast-paced environment.
 - Leverage appropriate business analysis techniques.
 - Execute day-to-day operational plans.
 - Identify and mitigate project risks.
 - Coordinate/lead training efforts for delivered solutions. Ensure appropriate knowledge is transferred to IT service management operations and business users.

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- Manage 3rd party software vendor resources to ensure that systems are configured or customized to meet user requirements.
3. Provide metrics and reporting on projects to PPMO and STS leadership.
- Track and report on project performance.
 - Foster an environment of service excellence.
 - Assist in preparing documentation for reviews by PPMO, STS senior management and ITAG.
 - Perform other related duties as assigned.

Supervision Received:

This position reports to the Associate Director of PPMO; position requires ability to perform with minimal supervision.

Supervision Exercised:

This position does not have supervisory responsibility.

Qualifications & Skills:

REQUIRED:

Education: Bachelor's degree

Experience: Minimum of 3 years of related experience

Skills:

- Excellent written and verbal communication skills. Ability to communicate to a wide variety of audiences, both technical and business.
- Strong Business and Technical Analysis skills.
- Can take initiatives and show individual accountability.
- Independently resolves complex problems within own operational area.
- Knowledge of the Microsoft technology ecosystem is desirable.
- Demonstrates confidence, able to build partnerships and encourage collaboration between individuals and teams.
- Experience working both independently and in a team-oriented, collaborative environment is essential
- Must be motivated to learn new technologies. Supports the culture of innovation and experimentation
- Acts with caring and sense of community
- Some knowledge in project management skills including planning, risk mitigation, resource management, and budget oversight.
- Advanced computer skills in MS Office, SharePoint suite, CampusGroups, Slate. Agile training is desirable.

PREFERRED:

Master's degree strongly preferred