

Business Process Analyst

Seeking individual responsible for analysis and functional diagrammatic procedures required to maintain all information systems and technology practices and processes. Individual will demonstrate experience in process development and deployment; common understanding of business requirements and specifications between multiple business units; information technology concepts, processes, and practices; exceptional organizational, leadership, and cognitive skills; and proven experience in developing on time and effective deliverables in a fast-paced and rapidly changing environment to be successful in this position.

LOCATION: Tampa, Florida

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Uses business process maps to compose procedures, models, and operational process documents.
- Participates in business process management groups to collect and analyze metrics to leverage opportunities for process enhancements.
- Participates on teams to perform root cause analysis and recommend quality/service enhancements or other appropriate actions to improve productivity for business units.
- Uses knowledge of processes as related to project development to effectively address and initiate timely action to meet customers' needs.
- Discusses process flows and identifies process bottlenecks.
- Acts as a liaison between departments, Project Management Office, and Software Quality Assurance.
- Ensures success of projects/initiatives by coordinating system and process enhancements and communicating findings to the affected departments prior to project implementation.
- Creates reports to support quality reviews and to provide management information.
- Researches available information and standards for maintaining such information; writes procedures.
- Communicates and collaborates with technical and non-technical staff to implement new procedures upon approval.

QUALIFICATIONS

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Good analytical, verbal, and written communication skills
- Experience in Microsoft Visio design and documentation
- Experience in VB, Access, Crystal Reports
- Solid MS Windows (Server and Desktop) knowledge
- Quick learner, self-starter
- Adapts well to dynamic environments

EDUCATION and/or EXPERIENCE

- Bachelor's degree in Computer Science, Business Administration, or related area, or equivalent combination of education and experience.
- 4 to 6 years of experience in a programming and development environment.

LANGUAGE SKILLS

Good verbal and written communication skills to effectively present, correspond, and communicate with managers, users, and technical staff.

REASONING ABILITY

Ability to read, analyze, and interpret business requirements, system documentation, and technical procedures.