

# Software Operations Business Analyst

## Description

The primary responsibility of the Software Operations Business Analyst (SOBA) is to develop business requirements for internally driven initiatives that focus on improving the operational components required to support a highly available transaction processing system. The SOBA will lead requirements gathering efforts and collaborate with stakeholders to analyze and fully explicate the business processes and functional requirements that are relevant to the problem domain, and produce deliverables suited for handoff to various technical stakeholders for implementation.

The SOBA should be experienced in producing most of the following deliverables for both the as-is and to-be conditions of the processes and systems in the scope of work:

- Narrative description of the business problem, goals, and high level requirements
- Process flow descriptions/diagrams, UML, sequence diagrams
- Use cases
- Business object models
- User role matrices
- Analysis of process design, process commonalities, anomalies, boundary conditions, and error conditions
- State transition models
- User interface descriptions – UI scenarios, storyboards, visual workflow diagrams, other mock up or prototyping techniques
- Operational requirements
- Support and service requirements

Depending on business conditions, the SOBA will also act as a Project Manager for some initiatives in addition to performing requirements gathering activities.

## Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## Minimal Requirements

- Business process analysis and design – describe, analyze, recommend improvements, and conceptualize supporting information systems.
- Previous hands-on technical experience.
- Customer interaction – excellent communications skills in interviewing and presenting to internal and external customers.
- Experience working in an environment that includes online software systems with a relational database foundation, transaction processing services, and supporting operations and client services functions.
- Project management experience.
- B.S. or B.A degree in a relevant field.

- 5+ years of relevant professional experience.

### **Desired**

- Experience working in an Agile methodology, such as Scrum
- Negotiating skills

### **Language Skills**

English

### **Location & Travel**

- Work is performed primarily at CommerceHub offices. Extensive communications with customers and remote staff by email, collaboration tools and online conferences is common.
- Some out of town travel may be required.
- This is an exempt position – your personal situation must enable you to work on whatever schedule is necessary to meet critical commitments. While we seek to limit work commitments outside normal business hours, ability to do that is a requirement of the position.