

# Technical Business Analyst Role Description

**Role Title:** Technical Business Analyst

**Role Reports to:** Project Manager

## PURPOSE:

The focus of this role is to support the implementation of Enlighten’s proprietary software and methodologies, and to enable our clients to drive performance improvement in key metrics, such as efficiency, productivity, quality and internal employee engagement. Additionally, this role’s purpose is to support Enlighten management to guarantee a successful implementation on Enlighten.

## KEY ACCOUNTABILITIES:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Implement Enlighten software - a workforce and performance management tool.
- Support managers on the definition of activities, processes requirements and process capabilities.
- Understand organization’s goals and ensure that goal alignment is occurring at every level.
- Scrub large sets of data in Excel; analyze large volumes of data received from multiple workflow systems.
- Provide business analyst expertise in the technical construct phases of our programs, aligning client workflow data to the Enlighten methodology of allocatable activities within a process flow.
- Work with business stakeholders/users to elicit software setup requirements and capture business needs; clear articulation and documentation of business requirements.
- Submission of importer build requests to our Australian development team.
- Administer help desk support through the answering of technical support tickets received from clients within agreed service levels; provide client-facing advice on overcoming software issues.
- Give training and advice to internal consultants on software issues and/or the best way to set up the software to meet client needs.
- Meticulously document support questions/issues received (both internal consultant questions and client facing questions) to build up a reference library.
- Liaise with our Australian IT team on any recurring software issues or potential improvement opportunities.
- Help to provide coaching and support to leaders and team members on the daily use of Enlighten.
- Support in training managers on “telling the story” behind team performance using key Enlighten metrics (e.g. Efficiency, Utilization, Productivity) in a manner that is consistent with program goals.
- Ensure the new methodology and behavioral change is firmly embedded across the business to facilitate long-term sustainability far beyond project completion.
- Adhere to Enlighten’s information security and privacy policies, procedures, standards, and guidelines.
- Safeguard Enlighten’s information assets, including client data.
- Practice discretion and professionalism while working with internal and client data, trade secrets, and other privacy matters.

## MINIMUM REQUIREMENTS:

- Bachelor’s Degree or above (Business, IT or management disciplines), MBA a plus but not necessary.
- 1-2 years of technical business analysis experience, preferably in a consulting environment.
- High level of proficiency with Microsoft Excel, specifically the ability to scrub large data sets with ease.
- Must be willing and able to commit to regular interstate and overseas travel on a weekly basis.

## KEY SKILLS

- High level of competency working with and manipulating large volumes of data via Excel.
- Ability to interpret client workflows and workflow data to map back to Enlighten's workflow software systems.
- Superior communication (oral and written), and interpersonal skills.
- A patient, customer-centric and proactive mindset.
- Presentation skills; experience leading workshops a strongly preferred.
- Time management skills with experience in working to tight project deadlines/tracking to multiple project schedules.
- Strong problem-solving skills and an ability to work independently and within a team.
- Ability to respond to technical enquiries in language easily understood by clients
- Ability to take direction from management, as well as receive construct criticism.
- Ability to understand user requirements and desired business outcomes.

Enlighten are committed to the ongoing professional development of their employees. We make investments to ensure online and in-person career development opportunities are provided for each member of our team. Enlighten is an equal opportunity employer. All qualified applicants will receive consideration for employment.

Please note that unfortunately, Enlighten does not offer visa sponsorship at this time.