



80 Wolf Road, Suite 500
Albany, NY 12205

POSITION DESCRIPTION

TITLE: Business Analyst I

STATUS: Exempt

REPORTS TO: TBD

SUPERVISES: N/A

DATED: April 24, 2020

Position Summary

This detail and process-oriented position will work closely with various departments including product development, strategy and account operations to support daily activities. This position will require solving business problems and implementing new improvements, features, functionalities and processes within the company. The position is also responsible for creating, maintaining and evolving internal reporting metrics, along with client facing metrics.

Essential Functions of Position

1. Gather requirements for enhancements and translate business requirements into technical requirements.
2. Monitor and manage internal reporting tools. Implement controls to ensure data quality.
3. Create, maintain and improve internal reporting to meet new business needs.
4. Create and maintain client facing reports regarding data receipt, content, completeness, and quality.
5. Develop internal training plans, documentation and other materials. Keep content up to date, coordinate new user and ongoing training sessions.
6. Serve as a liaison for strategic programs, identifying and managing projects.
7. If required, directly supervise other resources or consultants for project activities.
8. Other duties and responsibilities may be assigned from time to time as business needs require.

Required Education, Skills and Experience

1. Bachelor's Degree in Mathematics, Actuary Science or Computer Science preferred.
2. Strong Excel, SQL server and data mining skills.
3. Proficient in one or more Business Intelligence (BI) tools preferred but not required.



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Required Education, Skills and Experience (continued)

4. Strong technical writing skills, including the ability to take the lead role in developing comprehensive functional specification documents, process flow diagrams, configuration details, use cases, test scripts, and training documentation.
5. Ability to troubleshoot and resolve issues in a timely fashion.
6. Strong communication, interpersonal and relationship-building skills with ability to work with diverse and key business unit stakeholders across the organization.
7. Able to quickly learn and adapt to new process and technologies in order to meet business needs and drive business value.
8. Able to manage multiple projects and track progress.

Working Conditions and Other Requirements

1. Flexibility in work schedule – occasional overtime and on-call availability may be required.
2. Ability to be seated and use computer equipment for several hours per day.
3. Work will be performed on site at Hixny offices.