

Software Business Analyst

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Job Description: Software Business Analyst

Looking for Software Business Analyst experienced in providing initial business process analysis for new and existing products, coordinate and own development of functional requirements and technical specifications of new implementations. This position would be working in collaboration with multi-functional teams like - software development, customer support, and operations.

High Level Responsibilities:

- Be part of pre-sales efforts to answer specific product related technical questions.
- Coordinate the development of functional requirements documents based on client's needs, and collaborate with software development team for creation of technical specifications.
- Own the creation and on-going updates to various business flows handled by the product.
- Do post-go-live data analysis working in conjunction with product and marketing teams to identify specific trends and answer customer specific questions.
- Collaborate development of user specific documentation, product manuals, FAQ, and other self help tools aimed at improving ease of use of products.
- Client relationship management and communication through out the implementation process.

Experience:

- Prior experience of working as software business analyst or Technical Lead (TL) in high-tech environment.
- High degree of comfort in analyzing huge amounts of data including writing complex SQL queries.
- Prior experience of working with SQL server (2000/2005) or MS Access.
- Experience working with clients early in the process to understand their business practices and processes.
- Experience working with clients to develop functional requirements, business flows, and with software engineering team to develop technical specs.
- Experience in managing multiple simultaneous implementations.
- Experience in doing client presentations.
- Experience with following tools- MS Access, SQL Server, Excel, Visio, MS Project, Power Point.
- Experience in doing estimation and Cost Benefit Analysis for software implementations.
- Requires strong communication skills, both verbal and written, and organizational skills.
- Demonstrated aptitude towards problem identification, resolution and comprehension and interpretation of technical procedures.
- Requires a BE/BS degree with MBA preferred.

Key Benefits:

We offer a competitive salary with commission/bonus plan, benefits plan including medical, dental, and disability insurance, 401(k), tuition reimbursement, generous paid time off, and the opportunity for advancement.

If you meet these requirements, please email your resume and cover letter with salary requirements to:

Niraj Jetly, Vice President of Engineering, Accor Services at Niraj.Jetly@accorservicesusa.com.
No phone calls please. EOE.