

**Business Analyst****Department:** Professional Services**Reports to:** Regional Services Director**Pay Grade:** Exempt**Location:** Work from home or Seattle, WA office or Irvine, CA office.

At HCL CapitalStream, the business analyst (BA) position is a client-facing role in the context of the project implementation lifecycle. On a customer project, the BA will work under the leadership of a Lead BA who will be responsible for the overall solution. The BA will be responsible for parts of the overall solution and will provide the industry and product expertise needed to successfully deploy the company's software and satisfy customers' requirements.

**Responsibilities and expected activities will include:**

- Soliciting, analyzing and documenting customer requirements in a clear, articulate and accurate manner. This may involve proposed or optimal usage of the software modules available, modification or enhancement to existing features, definition of new functionality or production of policy, procedural or training guides.
- Business process mapping of a customers' current state and future state business flows and translation of these to a workflow-enabled software process.
- Understanding of an object-oriented software application to enable accurate data mapping of solution components, interfaces and conversion routines.
- Production and input to design documentation that may include software configuration, feature enhancements and integrated data flows that provide a concise picture of the end-to-end solution for each customers.
- Construction of wire-frame diagrams, GUI specifications and report templates to support requirement and design documentation, highlighting the features and functions that will be provided by the proposed enhancements or configurations.
- Configuration of design elements through parameterization of application modules and system workflow components.
- Assist in the definition of test strategies, the creation of master test plans and provide expertise to the input of business use cases.
- Management of issues, defects and traceability matrices during implementation and testing phases of a project.

### **Qualifications and proficiencies of the applicant:**

- A minimum of 5-years experience in a business analyst role, with participation on full lifecycle project implementations.
- OR a minimum of 5-years hands-on experience in banking or general credit services industries, preferably with exposure to more than one area of domain knowledge;
  - retail, commercial or small business banking
  - credit card lending
  - agriculture lending
  - residential mortgage lending
  - construction financing
  - real-estate financing
  - commercial or personal leasing
  - syndicated / participated lending
- BS/BA degree required.
- Experienced working directly with external customers in a consulting capacity in e-commerce, financial services, enterprise resource planning or accounting related industry sectors.
- Familiar with the concepts, processes and business drivers of enterprise applications that offer tools to perform customer relationship management, portfolio management, sales and contact management, credit origination, transaction fulfillment, task automation and straight through processing.
- Display a solid analytical approach to challenges and possess creative problem solving techniques, supported by strong interviewing, probing and influencing skills.
- Excellent written / oral communication and documentation skills.
- Ability to work well under pressure, both with limited supervision and as part of an on-site or remote project team. This role has an expected travel allocation of 25% - 60%.
- Comfortable and confident to take ownership of tasks or issues, seeing them through to a quality and timely completion.