

Lead 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 lead business analyst (Lead BA) position is a client-facing role in the context of the project implementation lifecycle. The Lead BA will be responsible for the overall solution and will provide the industry and product expertise needed to successfully deploy the company's software and satisfy customers' requirements. To achieve this goal, the Lead BA will collaborate with the Project Manager and will lead a team of Business Analysts.

Responsibilities and expected activities will include:

- Conduct Business Design Session with the customer - lead discussions on the business considerations and mapping of customer business requirements to the product functionality to develop an overall business solution
- Proposed business solutions and product options within the scope of the engagement (SOW)
- Develop quality business design documents (for customer acceptance and configuration by other resources)
- Practice Development - provide input/recommendation on how to improve the implementation process and show business value to the customer
- Mentor and coach business analysts
- 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.
- 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.
- Provide input to support project planning activities, producing work effort and resource estimations as required.
- Actively identify all challenges and blocking issues, escalating potential changes to scope, budget, quality or effort to the project or line manager.

- Management of issues, defects and traceability matrices during implementation and testing phases of a project.
- Estimate the effort required to complete deliverables

Qualifications and proficiencies of the applicant:

- A minimum of 8-years experience in a business analyst role, with participation on full lifecycle project implementations.
- OR a minimum of 8-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, 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.