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# Example of Business Analyst Level Job Description

Our growing company is searching for experienced candidates for the position of business analyst level. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for business analyst level

* Receives incidents from the 1st level-support (Helpdesk)
* Documents solutions/results about incidents/demands in the ticket management system
* Provides either remote (phone, remote-control) or on-site support
* Identifies and escalates problems of the sites through the support chain
* Follows up issue and root cause analysis with the support chain and validation with end user
* To conduct yearly post assessment for each site
* Write technical software specifications
* Work with software developers to implement changes from the specifications in software
* Test developmental software to ensure that specified changes were correctly implemented
* Troubleshoot and respond to regulatory and product inquiries from clients and business partners

## Qualifications for business analyst level

* UML Use Cases and Activity Diagrams
* Compuware, Rational or other requirements software a plus
* TOAD, Visio, Excel
* Strong understanding of COGNOS
* Strong SQL Plus is required
* Scheduling tool software experience a plus