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# Example of Services Business Analyst Job Description

Our growing company is hiring for a services business analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for services business analyst

* Assist in the change management and QA/Testing phases of the project by implement software quality assurance initiatives for projects within Wealth Management
* Adhere to toolsets & procedures and embrace them with their project management skills
* Management reporting including creation, collation & publishing of regional & functional dashboards
* Work with geographically dispersed teams, specially team(s) in India, New York and London
* Provide insight into support operations by analyzing and reporting on Help Center usage and customer support workflows
* Work with operations teams to devise and test experiments such as UI redesigns and workflow changes
* Analyze customer support data and make recommendations for process improvements
* Work with team members and managers to provide data analysis and insight on projects as needed
* Develop and run weekly and monthly metrics reviews for stakeholders
* Review the primary deliverables of the development and the design, particularly the interface characteristics, the integration requirements, data diagrams, documentation of the design the company implementation plans, and ensure that the technical solution aligns with business process

## Qualifications for services business analyst

* Embrace and appreciate precise execution
* BS degree in Liberal Arts, Communications, English, Business Administration or similar discipline
* Minimum 5+ years of banking or financial services experience required
* Minimum 1-3 years of relevant experience in risk, audit or compliance related field
* Previous core servicing, collections, or default operations experience is highly desirable
* Working knowledge of auditing concepts with the ability to independently understand, analyze, and validate info