



Example of Business Analyst Lead Job Description

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Our company is looking for a business analyst lead. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for business analyst lead

- Drive Customer scores by implementing a robust reporting structure around CSAT metrics
- Participate in all Business Unit Reviews for TSC
- Maintain daily, weekly & monthly customer scores for TSC
- Participate in ongoing CS Phone network via CCM Capacity calls, network site meetings, frequent coordination with Centralized Call Management and building relationships with peer contacts at all sites
- Participation in the strategic planning & decision making with TSC leadership team in support of all initiatives impacting bonus, counseling and/or IIY guidelines
- Ensure Process reengineering by elimination of non-value added tasks
- Drive Automation opportunities to reduce cycle time and enhance customer experience by defect elimination
- Maintain strong relationships with the Team Leaders and SDL's to improve overall understanding and awareness of any policy or guideline changes
- Dynamically adjust and support strategic changes to the business
- Define procedures and mentor junior analysts

Qualifications for business analyst lead

- Hands on knowledge through the QA lifecycle
- Work with development and test teams for both initiatives to ensure project

- Background in tax related processes, understanding of Tax regulations FATCA, CRS
- Bachelor's Degree in Information Systems, Management, Finance, or Accounting
- Minimum 5 years of experience in finance, accounting, business process improvement, or related Information Technology areas
- Build solution documents to support data acquisition, management and consumption for end consumers