



Example of Business Analyst, Operations Job Description

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Our innovative and growing company is looking to fill the role of business analyst, operations. 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 business analyst, operations

- Generates and analyzes statistical data related to drivers of business and/or processes
- Lead projects for the department
- Willing to travel to other DHL Locations as required
- Committed view (other companies may call quarterly forecast) for current year, consolidate inputs from countries and add up to AP for regional view
- Salesforce Super user- drive Salesforce adoption, pipeline review - Ad hoc Sales Incentive Plan
- Working closely with the business to analyse and understand their processes and requirements
- Performing requirements gathering and producing technical designs to meet the business needs
- End-to-end delivery from requirements gathering through to overseeing development, testing and coordinating deployment to production
- Planning projects with support from the PMO
- Tracking against milestones, risk, assumptions, issues and dependencies

Qualifications for business analyst, operations

- Must be very process oriented
- Must be detailed oriented and strive for accuracy

- Must be able to be firm dealing with both internal and external customers and able to push back when necessary
- Flexibility with respect to extra working hours when necessary
- Previous experience working in a Business or Sales Operations team with a Software Vendor organization is an advantage