



# Example of Operations Business Analyst Job Description

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Our innovative and growing company is hiring for an operations business analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for operations business analyst

- Assist with the preparation of the annual budget and forecasting for Facilities and Security
- Provide ongoing support to department business analysts and supervisor
- Develop and distribute consistent functional reporting on core Professional Services metrics including billability, time to integrate, product fulfillment, time to integrate
- Produces reports using IT systems and analyses data to develop trends for supply and demand activities
- Researches and analyses priority projects within established guidelines
- Work with quantitative data and analysis, both routine and ad-hoc, to provide actionable performance and competitive insight
- Collect data from primary research, customer database systems and other data intelligence systems to provide timely and accurate business and customer information which informs business development activities and wider decision making
- Normalize' data from different platforms
- Remain on top of competitive and team performance trends at all times, be the voice to the business on changes in the energy market and other external trends that affect the business
- Present findings and recommendations clearly and concisely

## Qualifications for operations business analyst

- Should have had direct exposure with Interacting with customers in the frontline support and/or support frontline delivery teams
- Further, candidate should have exposure with Compliance, Quality audits and delivering coaching/ feedback sessions
- Should be a very good Team player and should be able to blend and work well with multicultural peers
- Should be open to Flexible job timings, including prolonged periods of Night Shifts and be also open to travel
- Ability to accommodate non-traditional work schedules
- Ability and willingness to work shifts