Our company is looking for a senior IT business analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for senior IT business analyst

- Identifies, researches, and resolves system issues as assigned and provides recommendations to management, customers and peers
- Continually refine/improve reports for accuracy and clarity
- Provide insights on report content to various audiences
- Prepare and deliver report information to various stakeholder audiences as needed
- Act as point of escalation for any service level related issues that arise at the service delivery level
- Identify and implement process improvement opportunities and track results
- Document internal (Svc Management/Run) processes
- Create and maintain SharePoint lists and libraries as needed to support Service Management Initiatives
- Act as an ITSM SME for Run
- Support regular service reviews

## Qualifications for senior IT business analyst

- Experiences of deploying, supporting or leading SFA, CRM Call Center projects are preferred
- Oracle E-Business Suite 12 or higher experience
- Oracle Financials implementation and support experience
- Experience in supporting the financial functions (GL/AP/AR/Cost/Tax/FA/OPM)

- 3 years' experience as a Business Analyst required