



Example of Senior Professional Business Analyst Job Description

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Our company is growing rapidly and is looking for a senior professional 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 professional business analyst

- Supports project management initiatives as assigned
- Acts as SME for basic service functionality such as reporting, or soft client configuration
- Supports management of service desk cases to meet contractual SLA obligations
- Perform system analysis, which includes requirement definition, and interfacing with business groups and providing cost benefit analysis
- Prepare project status reports to inform management to project progression
- Assist with managing the voice services in data centers and disaster recovery and business continuity services
- Assure current documentation on all telecommunication systems
- Monitor overall telecommunications systems performance, identifying poor quality lines, circuit utilization, cost reduction initiatives and service improvement opportunities
- Design, distribute, install, test, maintain, and operate telecommunications tools used on critical systems and the voice and data networks
- Conduct research and design of solutions

Qualifications for senior professional business analyst

- Interest in advanced reporting tools (BI solutions, macros)
- Team player, willing to learn and constantly improve process efficiency

- Well-developed interpersonal communication, technical documentation, and strategic thinking skills
- Defining business requirements at a detailed technical level