

Summary/Description

The Business Analyst will perform the requirements gathering, analysis and documentation tasks required to support the Implementation of new clients onto the current platform and new software/services development efforts to meet Aklero's strategic business initiatives.

The Business Analyst will perform client/business needs analysis and develop written requirements to ensure successful implementation and delivery of the solutions and software product that meets our clients' needs. The Business Analyst will be working directly with prospects/clients as well as interfacing with and providing support to Aklero's sales, implementation, business operations, quality assurance technical, and production support teams. A successful candidate would be capable of managing the Implementations process both at the analysis and project lead roles.

Candidates for the Business Analyst position should have a minimum of 5 years experience as an analyst, and 6+ years of overall IT experience. The ideal candidate will have experience in delivering software solutions within the Mortgage/Financial Services space. The ability to adhere to project methodologies and testing/documentation procedures while successfully working with, or leading teams is a must.

Prior experience as a Business Analyst or Technical Analyst is required

Duties/Responsibilities

- Applying an understanding of basic project management principles.
- Manage expectations of deliverables and timing.
- Interact with clients to assess project requirements and perform needs/gap analysis, develop action plans, and project timelines.
- Manage/Monitor defined implementation tasks with business, technical and support teams to deliver software solutions for clients
- Support multiple teams and projects simultaneously
- Participate in the deployment of operational and technical initiatives, including deployment strategy and user training.
- Direct daily Implementation activities to include status communications with the client and Aklero management.
- Conduct status reporting and interaction with the client and Aklero management teams.
- Meeting as necessary with client/Aklero users to validate design approaches.
- Interviewing, understanding, gathering, problem analysis

and documenting of business requirements that drive the services offering and software product development.

- Developing functional design to clearly define the feature-functions of a new product, or the changes that need to be made to an existing product, to meet client needs/business requirements.
- Creating clear and organized functional requirement and design specifications that cater to multiple audiences such as clients, developers, quality assurance personnel, and management.
- Accurately completing project tasks within duration and effort commitments.
- Work with teams in estimating work efforts through a clear understanding of project priority, scope, plan and business purpose, and proactively working to communicate, reduce, or mitigate project risks and issues.
- Provide support to sales, development, quality assurance, implementation and client production support teams on an as needed basis.
- Demonstrate resourcefulness and manage time effectively
- Develop and maintain productive working relationships with client and Aklero personnel.
- Collaborate with Sales and Implementation team to plan the client engagement.
- Provide new and innovative alternative solutions to system and business process challenges.
- Continued development and clear understanding of our target client's business and Aklero's solution platform (process & software) to identify opportunities and provide input for ongoing improvements to the product and service offerings.
- Keep informed of general technology and business/economic developments, and understand their impact to the client.

Qualifications

- Five years minimum experience in business/systems analysis.
- Strong experience eliciting and capturing user requirements.
- Experienced in capturing data requirements for services and transformation.

- Experience writing functional requirement specifications.
- Experience creating process flow diagrams.
- Strong facilitation and communication skills.
- Analysis and problem solving skills.
- Strong attention to detail.
- Strong written and oral communication skills including presentation and interview skills.
- Strong organizing and planning skills with proven ability to multi-task within a fast paced environment.
- Experience writing test plans and cases is a plus.
- Experienced with both waterfall and agile methodologies.
- Proficiency in use of MS Office products.
- A high level of motivation and a self-starting attitude.
- Ability to work with minimal direction and supervision.
- Flexibility to shift priorities as directed.
- An understanding of key technology and services vendors and products supporting the mortgage services industry.
- Process and domain knowledge including mortgage loan originations, fulfillment, servicing and securitization; experience.

Skills/Experience

- 5 plus years experience as an analyst
- 6 plus years experience in Information Technology
- 5 plus years experience in Mortgage/Financial Services Industry
- Definition of business and technical requirements
- Demonstrated experience leading requirements, data and systems analysis.
- Defining business rules/business process management automation/workflow
- Ability to communicate technical issues to non-technical individuals
- Ability to interface with clients and end users
- Technical knowledge and background
- Experience in full development lifecycle
- Experience in delivering on large projects
- Program/project management and implementation planning (PMO)
- Skills in object, data/process modeling, business process design