



ROOK Connect Business Analyst

Job Summary

This position reports to the ROOK Connect Solutions Architect and will work closely with the Software Development and Project Management teams, as well as with customers directly.

We are looking for a Business Analyst to join our project team. Your main tasks will include performing detailed requirements analysis, documenting processes and performing some user acceptance testing. To succeed in this role, you should have a natural analytical way of thinking and be able to explain difficult concepts to non-technical users.

ROOK Connect, Where Company Culture & Core Values Matter!

1. Customer-Centric
 - a. Our focus is to build long term relationships with our customers. We operate on the premise that we're always making decisions to best support and serve our customers.
2. Transparency
 - a. Exceptional customer service through transparent operations, honest communication and integrity above all else. Our team works with our customers to deliver the best service.
3. Reliable
 - a. Our software was built to help businesses operate efficiently, our customers depend on us for our best, and that's what we strive every day to deliver.
4. Team Driven
 - a. Our success is based on our ability to work as a team, internally and externally, with our customers. We embrace and drive change through a positive, engaging, open-minded environment built on growth and trust.
5. Adaptive
 - a. Our customer's wants, needs and expectations are constantly evolving, and we're focused on adapting and evolving with our customers to get them the most out of our products and services.
6. Innovative
 - a. Our customers can count on us pushing the limits of efficiency, offering continuous improvement, constantly evolving and forever expanding our offering.
7. Wow Factor
 - a. Our staff are invested in the success we deliver for each customer we work with. Thinking outside the box, being creative, being heard, sizing opportunities and focused on growth.

ROOK Connect Business Analyst

Responsibilities:

- Assist in assessing new software projects and initiatives to support and enhance our existing systems.
- Help coordinate website/application development for multiple projects.
- Investigate and resolve user and functionality related issues.
- Assist in troubleshooting website/software application issues.
- Provide assistance and advice to business users in the effective use of applications and information technology.
- Verify database and data integrity.
- Participate in daily/weekly Scrum meetings with the project team to discuss progress and issues to be resolved, and coordinate with other staff members.
- Ability to be flexible and work hard, both independently and in a team environment, and concisely communicate with other team members and leads.
- Identify opportunities to improve the efficiency of business processes for our customers.
- Be self-motivated and able to prioritize, meet deadlines and manage changing priorities.
- Evaluate business processes, anticipating requirements, uncovering areas for improvement and developing and implementing solutions.
- Leading ongoing reviews of business processes and developing optimization strategies.
- Staying up-to-date on the latest process and IT advancements to automate and modernize systems.
- Conducting meetings and presentations to share ideas and findings.
- Performing requirements analysis.
- Documenting and communicating the results of your efforts.
- Effectively communicating your insights and plans to cross-functional team members and management.
- Gathering critical information from meetings with various stakeholders and producing useful reports.
- Working closely with customers, technicians and managerial staff.
- Providing leadership, training, coaching and guidance to junior staff.
- Allocating resources and maintaining cost efficiency.
- Ensuring solutions meet business needs and requirements.
- Performing user acceptance testing.
- Managing projects, developing project plans and monitoring performance.
- Updating, implementing and maintaining procedures.
- Prioritizing initiatives based on business needs and requirements.
- Serving as a liaison between stakeholders and users.
- Managing competing resources and priorities.
- Monitoring deliverables and ensuring timely completion of projects.

ROOK Connect Business Analyst

Qualifications:

We like to employ team members who will learn and grow with our organization, with the willingness to learn themselves. We're looking for the right fit, including but not limited to; alignment with our core values, skill level, attitude and aptitude. We work as a team, we solve business problems with technology and drive businesses with software, customer relationship management, enterprise resource planning and business intelligence tools.

Be prepared for a fast-paced environment, with a focus on team success. We believe in empowering everyone, and are looking for a self-starting individual who's prepared to learn our product, offer expertise and develop the ultimate business tool along with us.

Requirements:

- A bachelor's degree in business or related field or an MBA not required but ideal.
- A minimum of 2 - 5 years of experience in business analysis or a related field.
- Exceptional analytical and conceptual thinking skills.
- The ability to influence stakeholders and work closely with them to determine acceptable solutions.
- Advanced technical skills.
- Excellent documentation skills.
- Fundamental analytical and conceptual thinking skills.
- Experience creating detailed reports and giving presentations.
- Competency in Microsoft applications including Word, Excel and Outlook.
- Competency in all G-Suite applications.
- A track record of following through on commitments.
- Excellent planning, organizational and time management skills.
- Experience leading and developing top-performing teams.
- A history of leading and supporting successful projects.

Communication:

- Ability to clearly communicate with other Developers.
- Ability to clearly outline and define intended strategies.
- Ability to track and document requirements.
- Ability to coordinate and work with the project management team.
- Ability to clearly offer recommendations, ideas and actively participate in brainstorming.
- Ability to work closely with customers to assess and document requirements.
- Ability to clearly, concisely and positively communicate with customers and team members.