

Job Title: Business Analyst			Region US
Dept.: IT, Quality			Written By Michael Leggett
Date Created 06 February 2018	Review Date	Reviewed By	
Position in Organisation <ul style="list-style-type: none"> • Reports To: VP, Quality • Directly Supervises: None • Indirectly Supervises: None 			
Main Purpose of Job The Business Analyst is responsible for supporting the development and optimization of technical solutions at STR with a focus on continuous improvement. The Business Analyst will work with the business to understand needs and capture them into requirements that are meaningful and beneficial to the IT team. These requirements will form the basis of what will become products or enhancements to existing products for both internal staff and external customer consumption.			

Key Responsibilities and Accountabilities

<ul style="list-style-type: none"> • Elicit requirements using interviews, business process descriptions, and workflow analysis to determine best processes for external and internal operational projects • Evaluate information gathered from multiple sources and extrapolate underlying business needs • Collaborate with clients, peers, and subject matter experts to define, clarify, and validate requirements and specifications • Perform project estimation for BA related tasks • Manage project scope and quality of deliverables, identify issues and build contingency plans • Reconcile scope and requirements to project work to ensure business needs are met • Develop business requirements and work with project team to produce charters, project plans, and user stories • Manage day-to-day operations of multiple projects from beginning to end • Potentially manage resources, schedule, and risk required to meet goals • Potential ownership of product backlog, managing scope, user story optimization, sizing, prioritizing, updating the backlog repository • Conduct/coordinate user acceptance assessments and testing while documenting issues and changes • Develop and conduct training and documentation on new procedures and systems • Perform quantitative analysis to support the business need, selection of solution to pursue, or associated risk • Ownership of a system/application which may require on-going management by a business representative
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Team Accountability and Personal/Professional Development

<ul style="list-style-type: none"> • Ability to work in cross-functional groups and lead collaborative engagements • Ability to communicate with individuals at all levels in the company and with various business contacts outside of the company • Strong interpersonal and problem solving skills • Demonstrated mentoring and team building skills • Ability to work independently with minimal supervision as needed • Strong communication, documentation, and customer service skills • Experience in facilitation and the ability to lead conversations within a team • Keep up to date with market and other developments within the function and the industry
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This job description is full but not exhaustive and the job holder will be required to undertake other activities as reasonably required by the Company

Job Description – Job Title

- Attend training as required and actively seek to continually enhance understanding of STR products and value proposition
- Attend events, team meetings, kick off meetings and functions as required
- Adhere to all STR processes and policies and maintain customer confidentiality
- Ensure STR brand and corporate values are evident to the customer at all times
- Understand and adhere to the STR Mission, Vision, and Values

Core Competencies

Competency	Knowledge
Industry Knowledge	Comprehensive understanding of all STR products and services, with a focus on how clients use our products and services. Continuous professional development in the industries STR focuses on.
Technical Expertise	Strong understanding of the STR business model, track record and history in hotels and value that STR provides to clients.
Customer Focus	Ability to interact and communicate with individuals at all levels of organization. Provide strong customer service including understanding needs and being able to capture those needs effectively. Strategic in managing and building new and existing relationships. Strong interpersonal skills to handle sensitive situations and confidential information.
People Skills	Position continually requires demonstrated poise, tact, diplomacy, and good judgment. Ability to build strong relationships with employees.
Adaptability	Help to promote progress and growth within an ever-changing climate where priorities change, new processes are created, and opportunities regularly present themselves.
Delivers Results	Provide value to the company by being a contributing member to a project team that delivers products to both our clients and staff.

Qualifications & Experience

Essential	Description
Education	Qualified applicants should possess Bachelor's degree in Business or related field with three (3) years' experience or possess the equivalent professional experience in an analyst role
Analytical Skills	Strong analytical skills and the ability to turn complex processes into approachable business requirements
Software	Experience with Microsoft Office software applications
Agile	Prior experience in an Agile environment with project teams and roles
Desirable	Description
Data Analytics	Possess the ability to understand and perform data analytics so as to better define current state and future state
Software	Knowledge with Atlassian products Jira and Confluence
Hospitality Experience	Prior experience in the hospitality industry