

IT Business Analyst

Well, well, well. Look who it is...

We've been waiting for you to swing by and check us out. We have some jobs here at Andigo that could be a great fit for you, since you have a hankering for a fast-paced, get-it-done workplace and a passion for helping people, just like the rest of our team.

But before we get into all that, a little about us. While you may not have heard our name – say it with us, “Andigo sounds like indigo” – we’ve expanded to 40,000 members and lots of sponsor organizations (businesses with a bank-at-work perk for their employees). Good folks from the greater Chicago area and across country.

Did you catch that? That one word you won't see big banks use? “Members,” that's right. Andigo is a not-for-profit, member-owned credit union. We exist for one and only one reason: to help our members achieve their goals whenever, wherever they go. Because we're not a bank, we don't drive up profits just because shareholders demand it. Instead, we focus on driving up member happiness through low loan rates, high deposit rates and low or no fee products and services. Makes banks seem like kind of a bummer, huh? That's why we need to get the word out about all of the great opposite-of-bummer things we're doing for our members here at Andigo.

That's why we need you.

You're someone who sees a wrong and rights it. You take work seriously but not yourself. You want to surround yourself with other highly motivated, highly fun people who want to grow Andigo. You want to prove that when we set a goal to make a difference in our members' lives. Together we truly can. That's not easy, but you already know that because you're a person who loves a challenge as much as you love top compensation and A+ benefits for your hard work.

We think you belong here, do you? Thought so. Let's go!

Summary

The business analyst is a seasoned professional having wide-ranging experience, uses professional concepts and company objectives to resolve complex issues in creative and effective ways. Translates tactical and strategic objectives into workable capabilities and solutions. Works as a liaison among stakeholders in order to elicit, analyze, communicate and validate requirements for changes to business processes, policies and information systems. Performs exceptional benchmarking and identifies all possible solutions, performs cost-benefit analyses, implements

solutions, and measures results. Ensures user acceptance and business results are met with minimal risk.

Essential Duties and Responsibilities

- Regularly consults with business unit management on business system design and capability and connects the business units to the larger IT organization.
- Provides a considerable technical perspective and offers creative and insightful solutions when participating in a business unit's short- and long-term planning.
- Leads far-reaching and high-profile process improvements and cost-savings measures. Champions LEAN methodologies.
- Analyzes IT capacity, vendor capabilities, and business processes to suggest improvements, propose automation, and streamline business intelligence and decision processes.
- Analyzes current business processes to identify system conflicts, roadblocks, and bottlenecks. Provides expertise in complex IT capabilities and requirements gathering. Makes process improvement recommendations to business managers.
- Defines scopes, timeframes, and budgets for broad-ranging and company-wide projects. Gathers, analyzes, and documents requirements, and manages changes to the project scope or deliverables.
- Manages deadlines and works to meet end-user expectations.
- Establishes test plans and test plan review standards.
- Counsels business units on acceptance testing methodology and effectiveness. Assists in troubleshooting the most complex problems.
- Serves as the liaison between end users and the third party software provider and/or the software development team.
- Reviews software release literature and user documentation from third party vendors, assesses communication requirements, and communicates changes to staff.
- Collaborates with developers and subject matter experts to establish technical vision and analyze tradeoffs between usability and performance needs.
- Develops and maintains strong relationships internally and externally, providing long-term benefits to the organization.
- Occasionally provides after hour support of client implementations.
- Provides support and troubleshooting, accurately defining and diagnosing business application software related problems as reported by the end users.
- Other duties as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience

A 4-year bachelor degree in computer science, software engineering, information technology or business degree plus 3 years of financial institution experience OR a minimum of 5 years of experience working in business analysis.

Technical / Interpersonal Skills

- Excellent communication skills (verbal, written, listening) and the ability to interact professionally with diverse groups including executives, managers, and subject matter experts.
- At ease working with all levels within an organization.
- Ability to speak persuasively and develop relationships internally and with vendors.
- Ability to perform cost benefit analysis when investigating purchase and development decisions.
- Strong analytical and project management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Ability to identify and understand business problems and opportunities, in the context of the credit union's business needs, and recommends solutions that enable the organization to achieve its goals.
- Uses deep business knowledge, a clear understanding of a business unit's business strategy and objectives, and a strong understanding of enterprise systems to define project scopes and system requirements that meet both business and end-user needs.
- Ability to lead and challenge business analysis teams to arrive at more effective and creative business solutions.
- Strong problem analysis and resolution abilities; exercises judgment and practices to determine appropriate action.
- Exhibits strong organizational skills, attention to detail and follow-through.
- Ability to construct project plans to estimate work, establish deadlines and to track progress.
- Ability to work without considerable direction, exerting considerable latitude in determining objectives of assignments.
- Ability to successfully engage in multiple initiatives simultaneously.
- Team player with the ability to work independently.

- Seeks participation in development opportunities above and beyond the required training provided.
- Strong customer services skills with the ability to maintain professionalism under pressure.

Physical Demands

- Position requires ability to use a computer for 6 or more hours a day.
- Travel and/or work off-hours may be required.
- Position requires ability to lift or transport equipment over 50 pounds.

Work Environment

The noise level is usually low to moderate.

Compensation and Benefits

Andigo is proud to offer a comprehensive benefits package that includes medical, dental, vision and life insurance options. A generous 401(k) and vacation plans.

EEO Disclaimer:

Andigo is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

To apply

Please send your resume to Georgia Katsianis at georgia@careerdevsavant.com