Enterprise Business Analyst – Process Improvement

Summary: The Strategic Technology Solutions (STS) division within the Department of Finance & Administration (F&A) has a focus on improving existing processes and ensuring new processes are implemented in a quality manner. The Process Improvement Team is responsible for working with STS operations teams and agency information technology delivery teams to facilitate improvement of existing processes to increase effectiveness, increase productivity, reduce costs, and optimize current offerings. This team will also be involved in the analysis of existing processes, providing metrics regarding process performance, recommending improvements, and implementing the improvements in support of the organization's strategic priority of improved customer delivery. This team may also work with implementation teams to ensure new processes support STS strategic alignment and are thoroughly developed, planned and implemented in a quality manner.

The Enterprise Business Analyst reports to the STS Process Improvement Director and will work closely with them to evaluate improvement projects, evaluate project risks, determine work effort, provide guidance and help coordinate overall efforts of the team and initiatives. He/she will serve as a customer-focused communications liaison between business stakeholders and IT personnel to effectively facilitate an understanding of how people, processes, and technology interact to support a business technology solution across the Enterprise. This person will facilitate structured meetings with business subject matter experts to analyze and document agency/domain's current business processes.

Principal Duties and Responsibilities:

- Provide Business Process Improvement methodology and templates to document "As Is" and "To Be" process flows
- Mentor, lead, supervise and manage others in the evaluation of current business processes with an Enterprise or Domain impact
- Makes suggestions to agency/domain senior management on how to streamline current business processes, implement new business processes, or improve the quality of work outcomes
- Help facilitate business involvement and ownership of developing the new/future business process requirement
- Document and/or review of requirements / user stories / use cases to facilitate User Acceptance testing
- Work with technical staff to develop solution requirements
- Manage multiple work streams, possibly supporting and/or analyzing several agency or STS initiatives simultaneously
- Create written meeting documentation for verification by subject matter experts, business process owners, or service owners
- Work closely with service and process owners to analyze existing processes and suggest improvements
- As requested, coordinate with business process owners or service owners to design new processes or improve existing processes
- Use metrics and measurements to determine current state of processes, and work with process owners to set key performance indicators to determine future state goals and objectives of new and/or modified process activities
- Utilizing future business process flows, help facilitate development of business solutions to address business objectives with STS and/ or Agency sponsors and executive team

Skills:
This position requires:

- Excellent communication and presentation skills for both verbal and written interactions with staff, executive management, and vendors
- Dedication and commitment to customer service and a focus on delivery of quality improvements and/or solutions
- Experience juggling multiple goals, changing priorities and deadlines
- Ability to build a strong network and relationships at all levels of the organization
- Demonstrated flexibility, resilience, and resourcefulness
- Ability to manage up, down and across the organization

Required Experience:

- Must have a B.S. in IT or related field
- Must have at least 7 years' experience in business process analysis and design, and quality analysis of work output
- Experience working with service management tools and methodologies (ServiceNow, Remedy)
- Experience collecting, monitoring, and analyzing IT performance metrics
- Intermediate to advanced MS Office skills (Word, Excel, PowerPoint)
- Experience working in the governmental sector (local, state, or federal)

Preferred Experience:

- MBA or Master's Degree
- Project Management experience

Please submit your resume to EIT.resumes@tn.gov

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