



## Job Description – Business Analyst Team Lead

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Company:	Blueberry Systems, LLC
Location:	Greenwood Village, CO
Job title:	Business Analyst Team Lead
Department:	Information Technology
Reports to:	VP of Technology
Consults with:	Works closely with developers, project management, quality assurance, development, implementation, sales, business operations, and customer service teams
Type of Employment:	Full Time
FLSA Status	Exempt (Fair Labor Standards Act)
Travel Requirements:	Occasional, minimal

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### Position Summary:

The Business Analyst Team Lead works with stakeholders from all business units and related third parties to define and document business processes and software requirements for technology initiatives. The Business Analyst Team Lead works directly with and provides support to the sales, implementation, business operations, development, quality assurance, and customer service teams. As Team Lead, this position has additional supervisory and managerial responsibilities.

### Outcomes:

#### Job Description by Responsibility – Business Analyst

- Develop, manage and collaborate on standard practices and processes within the SDLC framework.
- Leverage technology to help reduce manual tasks and continually improve on the company's requirements process.
- Build and maintain lasting relationships with all business stakeholders.
- Become a mentor to other business analysts; building a sense of community within the team.
- Actively promote the value of Business Analysis throughout the organization.
- Prepare periodic reports on project status, progress, risks, deadlines and resource requirements.

#### Job Description by Responsibility – Team Lead

- Support project objectives.
- Provide direction, support and feedback within the Business Analysis team.
- Perform team lead duties including scheduling, reporting to management, supervising analysts, delegating and prioritizing workloads.
- Resolve issues within and across teams.

### Key Responsibilities:

#### Leadership and Results

- Embody the company's philosophy document – its purpose statement and core convictions
- Drive results toward Compelling Ambitions, stated Strategic and Tactical Plans
- Initiate, develop, and support the business planning process of the company
- Deliver the highest quality service through performance and results



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### **Supervisory and Managerial Responsibilities**

- Overall leadership of the Business Analysis team
- Delegation, organization and priority management
- Mentoring, team building, goal setting and performance reviews
- Team performance measurements, and status and productivity reporting
- Conflict resolution

### **Specific Work Behaviors**

- Guide and manage work efforts of the Business Analysis team
- Research, review and recommend technical tools and products that promote an effective and efficient team.
- Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis.
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the following artifacts as needed: functional requirements, business requirements document, use cases, GUI, screen and interface designs.
- Utilize experience in using enterprise-wide requirements definition and management systems and methodologies.
- Successfully engage in multiple initiatives simultaneously.
- Work independently with users and under direction of project managers to define concepts.
- Drive and challenge business units on their assumptions of how they will successfully execute their plans.
- Demonstrate strong analytical and product management skill, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Effectively communicate verbally and in written form to interact professionally with a diverse group, including executives, managers, and subject matter experts.
- Serve as the conduit between the customer community (internal and external customers) and the software development team through which requirements flow.
- Develop requirements specifications according to standard templates, using natural language.
- Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs.
- Be the liaison between the business units, technology teams and support teams.

### **Skills and Qualifications: (mandatory)**

- Education and Experience: Degree in Computer Science or related field or equivalent work experience.
- Supervisory Experience: Minimum 3 years
- Technical Proficiencies: Experience as Business Analyst or Project Manager
- Communications Skills: Ability to communicate effectively in verbal and written form with internal teams and management, and with customers.



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- Other Competencies or Skills: Ability to meet deadlines, work within and across teams, and with external customers
- Travel Requirements: There may be occasional travel, but minimal.
- Off hours Availability: May require occasional extended hours on evenings or weekends in support of project deadlines, product deployments, customer launch schedules, etc.

### Skills Preferences: (helpful but not strictly required)

- Mortgage Industry experience
- Microsoft TFS (Team Foundation Server)
- Agile SDLC experience
- Requirements management and design skills
- Workflow and use case design experience (Visio, Rational, UML, Signavio, etc.)

### Pre-hire Requirements

- Must be willing to submit to background checks including identity, criminal background, personal references, education and employment verifications, drug test.