



Job Title: Business Systems Analyst (TMO)

Reports to: Associate Director of Technology Management Office (TMO)

Department: Technology Management Office

FLSA Status: Exempt

Grade:15

Position Overview

The Business Systems Analyst (TMO) is responsible for analyzing, designing, and optimizing business systems and processes for pre-assigned NFT products to enhance operational efficiency. The analyst uses an analytical approach to proactively identify business needs and provide strategic recommendations to improve efficiency and effectiveness. This role involves working closely with various stakeholders to gather requirements, document and translate business needs into actionable solutions, and collaborate with technical teams to ensure successful implementation. The position requires a strong understanding of business operations, analyzing application/products/systems, and project management and process improvement methodologies. The Business Systems Analyst reports to the Associate Director of Technology Management Office and supervises no staff.

Key Responsibilities

- Apply critical thinking methodology to identify root causes and develop effective solutions
- Assess current business processes and identify areas for improvement.
- Develop and recommend solutions to enhance efficiency, productivity, and overall business performance.
- Collaborate with business teams to analyze workflows, identify inefficiencies, and recommend improvements.
- Document business and technical requirements, including process flows and system specifications.
- Work with IT teams to design, test, and implement technology solutions.
- Provide ongoing support during system rollouts, including training, data migration, and user adoption.
- Utilize data analysis tools (e.g., Excel, SQL), business modeling tools, and project management methodologies
- Conduct gap analyses to ensure business needs align with technical solutions.
- Monitor system performance post-implementation to ensure business objectives are met.
- Facilitate Agile framework, including daily stand-ups, sprint planning, and retrospectives.
- Assist business owners in writing high-quality user stories and defining backlog priorities.
- Track key Agile metrics such as velocity, burn-down rates, and incremental delivery.
- Act as a liaison between business units and technical teams to ensure accurate requirement translation.
- Conduct or facilitate training sessions for end-users on new system functionalities.
- Create visualizations/reports and communicate project status updates to leadership and key stakeholders.

- Ensure business systems adhere to regulatory requirements and best practices for data security and privacy.
- Assist in change management processes, including but not limited to user acceptance testing (UAT), system improvement, process improvement, and other issues identified through feedback collection.
- Manage pre-assigned New Field Technology products

Qualifications & Skills

- Bachelor's degree in business administration, Information Technology, Computer Science, or a related field.
- Minimum of 5 years of experience as a Business Systems Analyst or in another Business Analyst related position.
- Experience working in Agile environments; Scrum Master experience is a plus.
- Proficiency with data analysis tools (e.g., Excel, SQL), business modeling tools, and project management methodologies
- Proficiency with JIRA or similar project management tools.
- Strong knowledge of the software development lifecycle and methodologies.
- Excellent analytical, problem-solving, and organizational skills.
- Strong interpersonal and communication abilities, with experience interfacing between technical and non-technical stakeholders.
- Experience in the healthcare domain is highly desirable.
- Certifications such as SAFe Agilest, CBAP, or ITIL Foundation are a plus.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, stand, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: this is an in-office role 2 days per week on Tuesdays and Wednesdays and remote 3 days per week. In office the noise level in the work environment is usually low. Fast-paced work environment with shifting priorities and tight deadlines that may be stressful to some. Occasional travel may be required.

This job description provides an overview of the role's general nature and expected tasks. It is not a comprehensive list of all duties performed. The organization reserves the right to modify or reassign job responsibilities at any time.

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