



## NEW HAMPSHIRE RETIREMENT SYSTEM CAREER OPPORTUNITY

### Business Analyst

*Interested and qualified applicants please submit resumes to the NHRS Human Resources team via email at [careers@nhrs.org](mailto:careers@nhrs.org) or [apply on line](#)*

**Position Title:** Business Analyst

**Functional Area:** Information Technology (IT)

**Date Established** 10/2024

**Title of Supervisor:** Director of IT

**Date of Last Amendment:** NA

**NHRS Position Band/Min. Step:** L

**Collective Bargaining Unit Status:** In Unit

**FLSA Status:** Non-exempt

**Supervises:** None

#### SCOPE OF WORK:

The Business Analyst is responsible for analyzing business processes, identifying requirements, and proposing software solutions to improve efficiency and effectiveness. This role involves collaborating with stakeholders, gathering and documenting business requirements, and ensuring that the application and development team understands and implements these requirements accurately. The Business Analyst acts as a bridge between the business and technical teams, ensuring that NHRS business goals are met through optimized software solutions.

#### ACCOUNTABILITIES:

- Collaborate with stakeholders to gather and document business requirements through interviews, workshops, and surveys.
- Analyze business needs and translate them into functional specifications.
- Identify inefficiencies and propose solutions to enhance productivity and accuracy within NHRS operations.
- Develop process flow diagrams and documentation to support improvement initiatives.
- Partner with development teams or vendors to design and implement solutions aligned with business requirements and industry standards.
- Participate in design reviews, testing, and quality assurance to ensure successful solution delivery.
- Act as the primary liaison between business stakeholders and the development teams.
- Facilitate regular meetings, updates, and prepare reports for senior management.
- Assist in project planning, define scope, and update progress with the Project Management Office.

- Identify and manage risks, escalating as needed to ensure timely project completion.
- Other appropriate and related duties as assigned by the supervisor.

### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree in business administration, or comparable degree, each additional year of approved formal education may be substituted for one year of required work experience.

**Experience:** Minimum of three years' experience as a Business Analyst. Experience within a pension system or in the financial services industry preferred. Exceptional analytical and conceptual thinking skills. Each additional year of qualified work experience may be substituted for one year of formal education.

**License/Certification:** Valid driver's license preferred.

### **SPECIAL REQUIREMENTS:**

Technical Skills:

- Proficiency with business analysis and project management tools such as JIRA, Confluence, Microsoft Project, Visio, and SQL for data extraction and process modeling.
- Experience with BI tools like Power BI or Tableau for data analysis and reporting is highly preferred.

Certifications:

- Preferred certifications include CBAP, PMP, Certified ScrumMaster (CSM), or Lean Six Sigma.
- Candidates with experience in Agile environments and familiarity with relevant pension or financial regulations preferred.

Risk Management:

- Identify potential project risks, assess their impact, and implement risk mitigation strategies.
- Ensure compliance with financial and data privacy regulations.
- Collaborate with the Project Management Office (PMO) and escalate risks when necessary.

### **RECOMMENDED KNOWLEDGE, SKILLS, AND TRAITS:**

- Strong analytical and problem-solving skills with the ability to think critically and strategically.
- Excellent communication and interpersonal skills, with the ability to effectively communicate complex concepts to technical and non-technical audiences.
- Proficiency in business analysis tools and techniques, including requirements gathering, process modeling, and data analysis.
- Familiarity with pension administration systems, regulatory requirements, and industry standards.
- Ability to work independently and as part of a team, managing multiple priorities and meeting deadlines.
- Knowledge of project management tools and methodologies is a plus.

### **PHYSICAL REQUIREMENTS:**

- This position requires sitting (80%), standing (5%), and walking (15%).
- Requires lifting materials of approximately 20-25 lbs.

- Often requires computer responsibility which involves extensive use of keyboard, mouse and monitor.

**WORK ENVIRONMENT/CONDITIONS:**

- Dayshift hours primarily, occasional overtime may be required to meet project deadlines.
- Physically able to participate in training sessions, presentations, and meetings.
- Work related assignments on weekends are possible.