



WORKFORCE MANAGEMENT BUSINESS ANALYST

Reports To: Orion Project Manager

Exempt

SUMMARY

Responsible for working with customer stakeholders from multiple business units and potential third party solution providers to define and document business processes and policy rule requirements for Orion's Workforce Management PLUS solution. This role acts as Orion's workforce management consultant that assist in the implementation the PLUS solution through various project deployment stages, such as initial discovery, data configuration, data transfer, and user case development for testing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Gather customer business processes and policy requirements using video conference interviews, documented analysis, business process descriptions, use cases, task and workflow analysis.
- Evaluate information gathered from multiple sources, reconcile conflicts 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.
- Deliver business, functional and interface documentation as needed for each customer project.
- Perform data analysis prior to initiating data import procedures.
- Perform data error management review with customer after data import processing to facilitate client data resolution.
- Coordinate requirements walk-through and sign-offs, verifying with customer representatives that use cases accurately portray specific business needs.
- Document acceptance testing results and relegate the results to the appropriate resolution organization – Development, Operations, Customer IT or HR.
- Contribute input to customer project plans.
- Collaborate with Orion product marketing for training material generation to support customer's training requirements
- Act as liaison between customer and Orion product team regarding potential software enhancements
- Provide Customer Training Services on-site or through WebEx online services



ACCOUNTABILITY

- Customer stakeholders satisfied that delivered project scope is the best possible solution
- Orion deployment team's understanding of project requirements
- ATP testing team's ability to validate that final application met all requirements
- Customer's functional product retention and ability to know how to use the product

COMPETENCIES

- Strong analytical and product management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- Extensive understanding of HRIS systems and the utilization for management large workforce environments.
- Understanding of the concepts of the ASP.NET code behind a web page interface.
- Understanding of HTML concepts and the layout of a web page.
- Extensive knowledge of Microsoft SQL Studio specifically T-SQL. (2008 – R2 or greater)
- Understanding of data exchange methods such as Windows Communications Foundation, Web Services, XML data files and data sets, and delimited file formats
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
- Ability to successfully engage in multiple project initiatives simultaneously
- Customer-centric attitude motivated by continuous improvement and knowledge-sharing
- Leads by example with a professional and positive attitude
- Excellent teamwork skills
- Fosters open dialogue and a positive environment of trust and constructive feedback
- Creates strong morale, sharing wins and successes
- Ability to successfully influence cross-functional teams

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of:

- Functional user knowledge of Orion's Workforce Management PLUS
 - Taught by Orion to provide knowledge transfer
 - Attend Orion's training classes within customer environments
- Microsoft PowerPoint, Visio, Word and Excel
- Liquid Planner PMO Tool
 - Taught by Orion and utilization of Orion provided online education

EDUCATION AND EXPERIENCE

- 5+ years of experience in the public safety industry working with administrative and operational business groups or 7+ years working in HRIS related deployment solutions in large scale Enterprise Environments
- BA in Business Administration, Computer Science or Engineer a College Degree is required.