



## Business Analyst

**Location:** Cincinnati, OH or Portland, OR

**Summary:** The incumbent designs and documents workflow of eLynx customers business processes and makes appropriate recommendations that will positively impact the effectiveness and success of projects. The Business Analyst (BA) will track and analyze customer trends, business issues, and data challenges as they relate to eLynx products and services. The BA identifies the strengths and weaknesses within the client organization/business unit and recommends solutions for eLynx products and services that will provide process improvements within their organization. The BA is also responsible for documenting client requirements, technical specifications, business processes, and eLynx recommendations related to a proposed solution.

### **Career Development Path:**

Within the Professional Services Group the Business Analyst may have the opportunity to progress into a more technical role of Implementation Engineer, or may decide to pursue project management and begin to lead project implementations as their career progresses.

### **Essential Functions**

- Develop an understanding of the mortgage and financial services business area of clients
- Define and document business and technical requirements for integration of eLynx applications with customers
- Correspond with customer's business team, independently or with the Project Manager
- Develop functional/technical specifications and system design specifications for client and eLynx internal engagements.
- Conduct requirement reviews with internal and client resources
- Identify critical issue
- Lead testing efforts and perform initial system tests
- Ensure issues are identified, tracked, reported, and resolved in a timely manner
- Provide efficient and effective communication to the eLynx and client team members
- Communicate difficult and sensitive information tactfully
- Assist in enforcement of project deadlines and schedules
- Consistently deliver high-quality services to our clients
- Utilize existing understanding of application programming, database, and system design terminology and techniques
- Provide creative thinking for customer solutions
- Generate enthusiasm among team members, motivate through an up-beat, can-do attitude
- Develop relationships with client personnel
- Continually seek opportunities to increase customer satisfaction and deepen client relationships
- Write training material and conduct education and training to customers
- Provide production support – analyze change requests, recreate and document problems, and differentiate between education/training issues and true production problems
- Occasional Travel as necessary, approximately 10%

### **Required Knowledge, Skills, and Abilities**

- Bachelor's degree in Systems Analysis, Information Systems, or 4+ years of equivalent business related work experience for IT projects
- Interest and Experience in System Integration disciplines:
  - Knowledge of programming and software development methodologies.
  - Excellent technical communication skills
  - Advanced Windows PC Administrative and troubleshooting skills at the application and OS levels
  - Excellent computer skills of common desktop applications (i.e., MS Office)
- External customer relationships:
  - Ability to respond to the customer's needs and involve other team members as necessary to resolve
  - Must have proven record of creating a positive, efficient working atmosphere and relationships
  - Extremely positive customer service orientation
  - Excellent teamwork and collaborative skills
  - Excellent interpersonal and communication skills
  - Self-directed and creative resolution seeker
  - Equally productive in group and solo project work
  - Ability to learn business organizations and process areas quickly
- Excellent analytical skills
- Understand Internet, Intranet, and client/server architectures
- Familiarity of how legacy and web-based systems interface with each other
- Comprehend how requirements are implemented into the development life-cycle and database design
- Understand Use Case Management, Change Management, and general knowledge of computing environments
- Ability to prioritize workloads, must be able to work quickly and efficiently at multiple tasks and projects and take initiative in a fast-paced business environment
- Strong listening and effective interpersonal and communication skills (both written and oral) with a customer service focus in order to interact competently with peers, functional managers, and customers
- Strong organizational and time management skills

**Preferred Knowledge, Skills, and Abilities**

- Background knowledge of common electronic document image formats, specifically PCL, PDF and TIF
- Training and/or certification in Business Analysis, Business Process Modelling or Project Management desired

**Shift/Work Hours**

While this position primarily works during standard business hours, the incumbent must be available to cover adhoc project deadlines and deployments. **SOME OVERTIME IS REQUIRED.**

**Occasional travel required**

**How to Apply**

Please submit a resume and e-mail/letter of interest to Human Resources [careers@elynx.com](mailto:careers@elynx.com).

Hiring occurs via Human Resources in the Portland, OR office for all vacancies. Please do NOT contact the Cincinnati office. Applications sent directly to the Cincinnati office will not be considered. Open until filled.