

**Job Description
Duties and Responsibilities**

Job Title: Senior Business Analyst
Department: PSO-EU
Prepared By: PSO-EU
Reports To: PSO Manager

A. Job Description Objective

Interface with customers to understand user business processes and gather their functional requirements needed to configure and customize their new Laboratory Information Management Systems (LIMS). Document system processes and procedures for customer requirements and functionality needs. Working either independently or with other members of the Professional Services team, to analyze and resolve technical project issues, surrounding functional and design requirements.

He / She will work with our offshore and onsite team members and end-users to ensure LIMS meets LabVantage's Quality Standards and industry best practices. This role is responsible for reviewing, planning, exploratory testing, and compiling documents within the LIMS space. This will be a hybrid remote working role located in anywhere in the European Union, but close to a LabVantage office and major international airport. Candidates must have the necessary EU work permits to be considered for this role.

B. Primary Job Objectives

The table below gives the primary duties/responsibilities for this position. It shows the expected allotted time over an extended period for the areas supported by the position as well as the Description of those areas.

Rank of Importance	% Allocation	Description
1	40	Gather, develop, and document functional business requirements for customer projects. Transform the users' requirements into functional requirements leveraging the both the Sapphire architecture and functionality.
2	15	Interfacing with Configuration Designer and, if necessary, Applications Programmer to ensure the functional requirements and solutions are properly transferred for configuration / development. Review project construction efforts / development.
3	15	Interface with Project Management to ensure strong communication regarding timelines, deliveries, project issues and changes are addressed.
4	15	Mentor other business analysts, manage and enhance enterprise templates for requirements collections, improve knowledge management system by contributing to KB, creating/modifying best practices.
5	10	Provide assistance/guidance to the customer in adding master data to the configuration prior to or during the implementation.
6	5	Administrative responsibilities.

Senior Business Analyst responsibilities include the following: *This is not an exhaustive task list and other duties may be assigned as deemed appropriate or warranted by immediate manager.*

- Generate consulting revenue (with a billable utilization rate above 60%) coupled with the requirements of ensuring that each system configuration is delivered with a high degree of quality and within the required timeframe.
- Developing and implementing appropriate methods for capturing and documenting customer business requirements for system development, third party software integrations and external database interfaces. Capturing and analyzing requirements and documenting using tools (e.g. JIRA, Confluence, etc)
- Creating workflows, storyboards, use case scenarios using latest tools with graphic layouts.
- Conducting and facilitating customer workshops for information gathering.
- Collaborating with Application Designer and Application Programmers to implement customer's solutions.
- Preparation of functional requirements specification (FRS).
- Ensure that proposed FRS and corresponding design is in line with the number of consulting days that have been ordered by the customer for this engagement.
- Collaborating with Project Management on project issues, concerns, schedules of deliveries and completion of estimates.
- Conduct system reviews and gather feedback from the customer on required changes and ensure that the changes are documented and tracked. Provide input to the Project Manager on any change orders that may be requested by the customer. Ability to ascertain impact analysis and risk documentation for the changes discussed.
- Provide support to customers in validation and UAT phase, and document all exceptions, and assist in resolving the same
- Work with the Project Manager to ensure that the developed configuration is handed off to the LabVantage Support Team.
- Ability to work on multiple project assignments, to effectively manage time in between various assignments and to ensure timely deliverables.
- Mentor other business analysts by providing guidance in requirements collection and documentation
- Own, create and enhance enterprise templates for requirements collection and best practices for requirements management
- Improve Knowledge management system by contributing to knowledge base and creating/updating best practices
- Continuous process improvement and value add through knowledge and experience gained from similar projects

C. Job Qualifications (Necessary):

- A Bachelor's degree, or master's degree (B.E/ B.Tech/ MCA/ MSc/ BSc) in Computer Science/ Chemistry/ Pharma /Biotechnology or related discipline and 6-8 years of experience as a Business Analyst in IT industry.
- Working knowledge of the laboratory workflows and environment, and various types of instrumentation and instrument software being utilized.



- 6-8 years of experience in performing business analysis and/or process re-engineering.
- Must possess strong analytical, problem-solving, technical documentation and organizational skills.
- Must be able to facilitate customer workshops and elicit requirements.
- Must possess strong communication skills including written and verbal.
- Must possess strong change and risk management skills to assist PM's in controlling scope and budget creep.
- Working with a geographically distributed team including in different countries/time zones is a plus.
- Approximately 40% – 50% travel

D. Job Qualifications (Preferred):

- Proficiency in English and one other European language (German, French, Spanish)
- Experience working in a Professional Services Organization as a Business Analyst or Advisory Consultant
- Understanding of Agile methodology.
- Prior experience in JIRA/Confluence
- Project experience in Biobanking, Pharmaceutical, Biotech, QA &QC, R&D, Forensic domains
- Experiences on data migration projects.
- Basic working knowledge of SQL and coding logic
- 5+ years of experience in Laboratory Informatics Solutions (LIMS, LES, eLN).
- Certification in Business Analysis (IIBA, PMI-PBA) preferred.

To apply for this job, please send your CV/resume, with a cover letter to Lynn Irvine - Llrvine@labvantage.com