

## **Job Description Duties and Responsibilities**

### **Department: Business Analyst**

#### **A. Job Description**

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 customers' 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.

#### **B. Primary Job Objectives**

- Gather, develop, and document functional business requirements for customer projects. Transform the user requirements into functional requirements leveraging the both LabVantage architecture and functionality
- Interfacing with Designer and, if necessary, Solution Engineers to ensure the functional requirements and solutions are properly transferred for configuration/development. Review project construction throughout the lifecycle of the project.
- Interface with Project Management to ensure strong communication regarding timelines, deliveries, project issues and changes are addressed.
- Provide assistance and guidance to the customer in adding master data to the configuration prior to or during the implementation.
- Act as a consultant on projects to ensure each system is configured with a high degree of quality and follows the best practices for the specific industry
- Act as a Subject Matter Expert on the domain
- Conducting and facilitating customer workshops for information gathering
- Preparation of functional requirements specification (FRS). Ensure that the proposed FRS and corresponding design is inline with the number of consulting days for the project.
- Provide day to day contact for the customer during implementation.
- Provide input to the Project Manager on any change orders that may be requested by the customer.

#### **C. Job Qualifications**

- Must have at least a Bachelor's Degree, 3-5 years of experience interfacing with customers in a consulting environment
- 2-3 years of experience in performing business analysis and/or process re-engineering
- Must possess strong technical documentation and organizational skills.
- Must be able to facilitate customer workshops and elicit requirements
- Must possess strong communication skills including written and verbal
- Working with a geographically distributed team including in different countries/time zones is a plus.
- Approximately 30% – 50% travel