

NATIONAL COUNCIL OF STATE BOARDS OF NURSING, INC.

JOB POSTING: #10192
OPEN POSITION ANNOUNCEMENT

<u>Job Title / Status</u> Business Analyst I	<u>Area</u> Information Resources	<u>Department</u> Information Technology
<u>Accountable To</u> Program Manager, ORBS, IT	<u>FLSA Status</u> Exempt	<u>Band Level</u> 9
<u>Date Posted</u> Thursday, December 6, 2018	<u>Expiration Date</u> Friday, January 11, 2019	

Job Summary

Position is responsible for IT project requirements gathering, documentation, communication, training and operational support with guidance from management and senior staff. Position will primarily work on the development, deployment and maintenance support of systems designed for the NCSBN membership, and other stake holders. Identifies and documents business, functional, and user requirements. Interfaces with customers for requirements clarifications, identifies and fills gaps. Prepares traceability matrices during the requirements gathering process to include matching of the high-level design requirements with detailed design requirements, business processes and test scenarios. Supports client deployment engagements, configuration and in-house software development with the product group team members for a diverse set of customers. Works with quality assurance to develop test scripts. Partners with program manager, quality assurance and developers to ensure product integrity. Ensures customer requirements and needs are met through the development of the product. Coordinates meetings with customers as needed. Provides help desk third tier support to customers as needed. Participates in Issues Resolution and Change Management processes. Responds timely to help desk assignments. Accountable for managing customer response service level agreement. Maintains documentation of procedures and processes developed and/or revised to ensure business continuity of work. Manages internal projects and tasks as assigned. Establishes timelines and effectively communicates with team members while taking responsibility and accountability of own work load. Provides status reports to manager. The position performs other duties as required.

Job Requirements

Bachelor's degree (masters preferred) in Computer Science, Information or Business Technology or related field with 3 or more years of progressively responsible business, project and task management, and related software experience. Technical expertise must include MS Office, MS Visio, MS Project, Microsoft Team Foundation Server (TFS) or related mockup tools and familiarity with relational database queries. Experience in Agile environment is preferred. Excellent oral and written communication, presentation, technical, customer service, problem solving, analytical and critical thinking skills are required. Excellent people skills. Ability to work independently and establish a positive working rapport, coach and guide end users, and multitask within a team environment. Flexibility in activities is imperative. Must be eligible to work in United States without sponsorship. Travel may be required.

Interested candidates must submit their resume along with cover letter and salary requirements as soon as possible but no later than Friday, January 11, 2019, to:

Human Resources Department
National Council of State Boards of Nursing (NCSBN), Inc.
111 East Wacker Drive, Suite 2900
Chicago, Illinois 60601
hr@ncsbn.org

NCSBN is an Equal Opportunity Employer.