

The Role of the Business Analyst

The Business Analyst's main role is to work with all entities within their respective Sector to help them improve their processes and systems using Digital Technologies. She/he conducts research and extensive analysis to come up with solutions to business problems and helps in introducing the systems to end-users and customers. She/he acts as a link between core businesses and IT teams. The Business Analyst will engage with business leaders (sector management board) and users to understand how data-driven changes to process, products, services, software, and hardware can improve efficiencies and add value.

The Business Analyst is expected to have a natural analytical way of thinking and be able to explain difficult concepts to non-technical users as he/she is expected to work closely with developers, stakeholders, system architects and various subject matter experts.

The specific duties and responsibilities of the Business Analyst position include (not limited):

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Business Analysis and Requirements Gathering:

- Elicits, analyses, specifies, documents, and validates the business needs of the Sector, stakeholders, including customers and end users by outlining problems, opportunities, and solutions.
- Prioritises requests and needs from different entities/business units of the Sector and consolidates them into implementable projects.
- Conducts interviews and gathers customer requirements through various methods such as workshops, questionnaires, surveys, site visits, etc.
- Researches, reviews, and analyses the effectiveness and efficiency of existing requirements-gathering processes and develops strategies for enhancing or leveraging these processes.
- Analyses and verifies requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards.
- Translates conceptual customer requirements into functional requirements in a clear manner that is comprehensible to developers/project teams.
- Develops and utilises standard templates for writing accurate and concise requirement specifications and provides basic training for template utilisation.

Documentation and Process Modelling:

- Creates process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.
- Develops and conducts peer reviews of the business requirements to ensure that requirement specifications are correctly interpreted.

Stakeholder Collaboration and Communication:

- Collaborates with project sponsors to determine project scope, vision, and stakeholders.
- Assists with the interpretation of customer requirements into feasible options and communicates these back to the business stakeholders.
- Communicates changes, enhancements, and modifications of business requirements to project managers, sponsors, and other stakeholders so that issues and solutions are understood.

Requirement Management and Quality Assurance:

- Manages and tracks the status of requirements throughout the project lifecycle, assessing competing resources and priorities to enforce and redefine as deemed necessary.
- Participates in the Quality Assurance of purchased solutions to ensure features and functions have been enabled and optimised.

Tools and Processes Optimization:

Participates in the selection of requirements documentation software solutions that the organisation may opt to use, considering emerging technologies and future trends.

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