

Devterra (Pvt) Ltd. Operating Procedure	
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Roles and Responsibilities for Business Analyst

Full Name:	
Designation:	Business Analyst
Role Definition:	Business analysis is the set of tasks and techniques used to work as a liaison among stakeholders in order to understand the structure, policies, and operations of an organization, and recommend solutions that enable organizations to achieve its goals. The role of the Business Analyst (BA) is that of a person who interfaces with the customers to understand their requirements. This role is distinct from that of a technical designer of software solutions who works on the basis of the requirements gathered by the BA.
Additional Project Role(s) to play:	Lead Business Analyst

Required Knowledge and Skills	<ul style="list-style-type: none"> • Consistently demonstrated ability to exceed the requirements of Senior Software Engineer/Senior QA Engineer/Senior UI Engineer • 5+ Years of relevant industry experience. • Degree/Diploma or Industry certified technical qualification (Sun Certification/ Microsoft Certification/ PMP Certification / BCS Certification) <p>Technical:</p> <ul style="list-style-type: none"> • Sound Engineering systems concepts and principles • Technical computer knowledge • Complex modelling techniques • Technical writing <p>Analytical:</p> <ul style="list-style-type: none"> • Analytical and conceptual expertise • Planning, documentation, analysis and business requirements management techniques • Object-oriented analysis • Evaluation of profitability/risk • Testing, verification and validation techniques • Creation of the Business Requirements Document - BRD • Administrative and reporting abilities <p>Business:</p> <ul style="list-style-type: none"> • Knowledge of business processes • Ability to have a business-oriented vision • Improvement of business and engineering processes • Strategic planning • Case development
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	<ul style="list-style-type: none"> • Business writing <p>Management:</p> <ul style="list-style-type: none"> • Decision-making • Fundamentals of project management • Management of customer relationships • Management of organizational changes • Time management and personal organization skills • Integrity and ethics <p>Communication:</p> <ul style="list-style-type: none"> • Ability to formulate concepts • Communication of technical information to a non-technical audience • Communication of business information to a technical audience • Negotiation Skills • Tact
General Responsibilities	<ul style="list-style-type: none"> • Flexible in working under changing and different work settings. • Maintain high team morale. • Adhere to company and project standards and guidelines. • Accurate time accounting and reporting of own work. • Promptly escalate issues, which affect product delivery and quality that are beyond scope of influence and report same to reporting manager. • Pay high attention to detail in all work. • Quality, on time delivery of agreed deliverables. • Contribute to the company knowledge base and process improvements.
Project Responsibilities	<p>Business Process Analysis</p> <ul style="list-style-type: none"> • Understand what the business does and how it does it • Determine how to improve existing business process • Determine which tasks/steps to automate (identify scope and get the requirements) • Design the features of IT systems (create functional requirements) • Implement the new features of the IT system (technical design) <p>Technical Recommendation and Testing</p> <ul style="list-style-type: none"> • Co-ordinate testing efforts with QA • Ensures issues are identified, tracked, reported on and resolved in a timely manner. • Works with client personnel to identify required changes. • Communicates needed changes to development team. <p>Project Execution</p>

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	<ul style="list-style-type: none"> • Assists in enforcement of project deadlines and schedules. • Takes input from supervisor and appropriately and accurately applies comments/feedback. • Communicates and applies project standards. • Manages resources in accordance with project schedule. • Consistently delivers high-quality services to our clients. • Understands the components of running a fiscally successful project. <p>Communication</p> <ul style="list-style-type: none"> • Assists in the facilitation of team and client meetings. • Delivers informative, well-organized presentations. • Understands how to communicate difficult/sensitive information tactfully. <p>Teamwork</p> <ul style="list-style-type: none"> • Facilitates effective team interaction. • Acknowledges and appreciates each team member's contributions.
Reporting and Ownership	<ul style="list-style-type: none"> • Reports to the Delivery Manager. • Owns business and technical requirements

Disclaimer

The above information is intended to describe the general nature and level of work being performed by the employee(s) assigned to this position. It is not designed to contain or be interpreted as a comprehensive list of all responsibilities, duties and skills required of employees assigned to this job. Management may include or reassign any other duties or responsibilities as required by the business.

Acceptance

I certify my understanding and the acceptance to above clarified role and responsibilities and sign below to confirm same.

Signature of Job Holder:

Name:

Designation:

Date:

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