



Job Title: Business System Analyst

Department: Information Technology

Job Description:

The Business Systems Analyst will be part of our IT team, taking lead in identifying system requirements for our policy administration system and its integrated applications. We are looking for a self-motivated and detail-oriented individual to interface with our end users, elicit and document requirements, perform analysis, and support the execution of our backlog consisting of small enhancements and larger projects. Acting as a liaison between business stakeholders and technical teams, this role ensures that system development and enhancements are aligned with business needs. The analyst will perform business process analysis, needs assessments, scope definition, requirement elicitation, and documentation. The candidate will work closely with IT teams to review and ensure the solution design meets the business's strategic goals. The candidate will be supporting the QA process through creation, execution and review of QA artifacts. Throughout the process, they will work with the project team to ensure the requirements are delivered, while supporting and communicating with the business through the implementation process. This is a hybrid position based in our Norwich, CT location.

Job Roles and Responsibilities:

- Work with business teams to groom stories and consult with product owners on business requirements
- Manage the business process design and documentation for new products; enhancements and work with other analysts to translate high level business requirements into functional features and user stories
- Conduct requirements, workshop sessions to review and validate business requirements.
- Perform gap analysis and serve as a liaison between business and technology partners to drive solution delivery
- Ensure traceability of requirements to business objectives, test cases, and solutions.
- Document functional specifications detailing requirements and other project needs through deliverables such as user stories, prototypes, screenshots, process flows, and data mapping documents.
- Manage to project deadlines by identifying tradeoffs when new features or changes are introduced during an active sprint; provide recommendation to manage and prioritize the product backlog
- Prioritize defects and label defects required for release, identifying workarounds, and manage changes to such specifications in accordance with NLC's standards and processes



- Work with developers through all phases of implementation and testing
- Involve in QA testing activities such as test plan creation, test execution and review QA artifacts
- Participate in lead investigations of any production issues and engage appropriate support teams for resolution keeping all parties engaged in such issue resolution apprised of status
- Participate in continuous delivery, optimization, monitoring, release management, and support of the end-to-end release process
- Effectively communicates with customers, team members or other stakeholders to ensure successful outcomes.
- Utilize various elicitation techniques to understand stakeholders' needs, analyze information and data, and ensure requirements documentation meets enterprise standards.
- Support multiple project delivery methodologies (waterfall, agile, iterative) with strong written and verbal communication skills.
- Coordinate with project team members and key stakeholders across the enterprise to deliver high-quality documentation and adhere to business analysis best practices.

Qualifications, Experience and Skills:

To qualify for this position you **MUST** have these required qualifications:

- Bachelor's degree in Computer Science, Information Systems or equivalent experience
- 4+ years professional experience as a business systems analyst in an agile project environment
- 3+ years of property and casualty insurance experience with good understanding of insurance business processes and technologies with emphasis on personal lines and business owners lines of business
- Experience collaborating with the business, development and QA teams in a process-oriented organization
- Demonstrate clear understanding of business process disciplines
- Experience integrating business needs with technology capabilities
- Knowledge of or experience in Guidewire PolicyCenter/BillingCenter is a plus

Environment / Physical Requirements:



- NLC is an office environment
- Must be able to commute to office as per Hybrid schedule
- Must be able to operate a computer for extended periods of time

Disclaimer:

The above statements are intended to describe the general nature and level of work performed by Insurance Business Systems Analyst described by this job description. They are not intended to be constructed as an exhaustive list of all job responsibilities, duties and skills required of Insurance Business Systems Analysts so described.