TACIT LLC

information technology consultants

Quietly Professional

Title: IT Business Analyst	**Location:** Green Bay, WI
Type: Direct hire – full time	**Industry:** Manufacturing / Foods

Duties and Responsibilities:

- Acts as liaison between business unit(s) and the IT department.
- Opens and maintains lines of communication to monitor and improve business unit satisfaction with IT.
- Provides a single point of contact for business units into IT and acts as a conduit between the two organizations. This includes managing IT Service Desk tickets for the business unit(s).
- Makes recommendations for technology product enhancements.
- Manages business unit expectations of IT.
- Participates in or facilitates business process modeling sessions, acting as a documentarian, co-facilitator, facilitator or subject matter expert in sketch sessions.
- Acts as a consultant and reviews all documents on project teams.
- Conducts interviews and performs analysis in order to create business cases for projects.
- Conducts preliminary investigation for all project requests. Reviews requirements, specifications, test support and training plans to ensure they are in line with business objectives on projects.
- Participates in business process management group efforts to collect and analyze metrics and continually improve processes owned by the group.
- Participates in root cause analysis in order to recommend technology product enhancements or other appropriate actions to improve productivity and/or quality for both the business unit(s) and IT.
- May act as a project manager.
- Works with stakeholders both within and outside the organization to ensure the needs of all parties are met.
- Works on more than one project at a time. Involved in the planning from pre-project analysis to ensuring the end product meets all expectations.

Requirements:

Skills:

- Demonstrated leadership ability.
- Familiar with standard concepts, practices, and procedures within field. Performs a variety of tasks.
- Project facilitation. Ability to present to large groups and upper management when needed.

- Project management skills. Must be able to prioritize multiple tasks.
- Scope management to ensure a project is mapped correctly and future outcomes are planned.
- Excellent planning and organizational abilities.
- Strong aptitude for both business and technical perspectives.
- Strong ability to research and solve complex issues.
- Ability to effectively communicate issues and resolutions to all levels of the organization.
- Experience documenting, project tracking and management reporting.
- Effectively leads and coordinates with other team members and with employees throughout the organization.
- Customer service focused.

Education and Experience:
- Certification(s) in area of specialty is a plus.
- Bachelor's degree in Computer Science or in area of specialty is preferred.
- Minimum of 5+ years' experience in the field or related area.

To inquire about this position, please send an email with your contact information to contact@tacitLLC.com. Or call Joe Rosenfield directly at 920.437.4391.