

IT Business Analyst / Project Manager at GardaWorld

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Category: computer-and-mathematical

Job Description

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GardaWorld International Protective Services is the international security division of GardaWorld Security Corporation, the world's largest privately owned security company.

Our services include static security, consulting, threat monitoring and reporting, crisis response, logistical support, mobile security, close protection, training and risk management.

Job Summary:

The Business Analyst will conduct analysis, configuration and manage all development activities of the company's business applications. The job holder is involved at each stage of the software development lifecycle, from helping to assess the feasibility of an identified business requirement, solution design, development, documentation, testing and delivery.

IT Business Analyst is responsible for planning, organizing, allocating resources, budgeting, and successfully executing projects to achieve specific IT driven business goals. Such projects will include software and app development, hardware installations, network upgrades, infrastructure rollouts, projects around business analytics and data management, and any other miscellaneous IT services.

Key Responsibilities:

Business Analysis

Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.

Leading ongoing reviews of business processes and developing optimization strategies.

Staying up to date on the latest process and IT advancements to automate and modernize systems.

Analyse and contribute to functional specifications provided by business users, assist in solution design.

Be the techno functional liaison to business groups for application delivery, and test functionality developed by the development team against business requirements.

Provide first and second line user support, for employees who have business application issues.

Support and control system change management and communication in line with GW policies.

Participate in end-user training including development of documentation and training material

Maintain and improve the service delivery model within the support team, analyse call logs to spot trends and underlying issues as well as provide after-hours support as required.

Participate in vendor and solution selection to seal identified business gaps/opportunities, working in liaison with asset and procurement coordinators for management of all licences.

Assist with system support material by creating technical documentation for configurations, customisations and integrations of all IT system and software solutions.

Continuously monitor market trends vs business requirements.

developing a comprehensive change in management strategy for the court

Project Management – for all projects, the resource will lead the following stages:

Initiation: Project goals identified, and the project is created.

Planning: Project plans are tracked and always up to date.

Execution: Project manager leads the team to ensure that all deliverables are met.

Monitoring: Monitor and control work for the time, cost, scope, quality, risk, and other factors.

Closing: Ensure all work is completed, approved and ownership transferred to operations.

Meetings: Prepare and lead all project meetings.

Principal Outputs of this Role:

Workflow charts and diagrams

User specification documents

System functional capability documents and comparison matrices

Process vs System gap analysis documents

Project plans and schedules that are always up to date.

Project work breakdown plans and documentation.

Project communication plans.

Project risk management plans.

Project quality management plans.

Project constraint management plans – scope, time, budget, quality, risk, and resources.

Project status reports to all stakeholders as required.

Support log analysis, and turnaround time reports.

Authority:

As per Garda World authority matrix

Accountability:

Business Analyst is accountable to the IT Director East Africa, for the responsibilities stated in this job description. These responsibilities will be monitored and managed through the mid-year and annual performance review and supported through the monitoring of KPIs.

Requirements

Competencies:

Planning, coordination, and problem resolution skills.

High degree of sensitivity, confidentiality when dealing with internal and external customers.

Influencer with excellent negotiation, interpersonal and communication skills.

Good leadership and people management skills.

Forward planning with clear focus critical deadlines.

Team player, and able to work with remote supervision in a diverse environment.

Attention to detail, excellent analytical skills, and the ability to troubleshoot and resolve IT system problems.

Business acumen, strategic thinking with ability to make sound decisions for the business.

Excellent problem analysis and reporting skills.

High moral standing with impeccable integrity.

Qualifications & Experience:

Bachelor's Degree in business or information technology related field from a recognized institution

IT Certifications in ERP / Business Applications (Dynamics NAV, Dynamics , Sales Force)

Minimum five years' experience business analysis, IT project management

Experience in requirements gathering, solution delivery and quality control.

Experience in IT system implementation, migration, integration.

Exposure and experience in managing IT systems – installation, support, security, change management.

Ability to write effective system documentation – business and system requirements, process diagrams, data flow charts, solution mapping, technical solutions.

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