



Job Title: IT Business Analyst II
Department: Information Technology
Reports to: IT Application Manager

Position Summary:

This position acts as liaison between IT department and business units within the organization, working to elicit and define system requirements and turn them into technical specifications. The position uses strong analytical skills to help business users solve system and technology issues. Helps facilitate the interaction between IT development/BA staff and the various business units across the organization.

Essential Functions:

- Work with non-technical users to determine their technical and system requirements.
- Liaison with non-technical personnel to help them define the scope of their system requirements.
- Assist non-technical personnel with finding technology-based solutions to their business needs.
- Translate non-technical business requirements into technical requirements.
- Use data and process modeling tools to develop and maintain process workflows.
- Evaluate business processes for efficiency, compliance, etc.
- Lead production support efforts with core business applications.
- Assist IT management with the oversight and development of short and long-term IT projects.
- Consult with business users to provide advice on efficient business process management.
- Provide project management oversight for short and long-term IT projects, at the direction of IT management.
- Assist software developers with requirements gathering and scope definition for short and long-term projects.

Job Qualifications

Education:

BA/BS from accredited 4-year college/university in Computer Science, Management, or related field required.



Experience:

Seven or more years of related experience in a corresponding field, preferably in workers' compensation or other insurance environment.

Required Skills/Abilities:

- Strong analytical and problem-solving skills
- Strong organizational skills
- Ability to build and maintain relationships with technical and non-technical personnel.
- Ability to manage multiple tasks simultaneously
- Excellent verbal & written communication skills

Specialized Knowledge, Licenses, etc.:

- MS Office (Word, Excel, PowerPoint, Outlook)
- MS Visio
- Business process modeling/data modeling tools
- Preferred-Guidewire (Gosu)

Values and Mission:

Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

Positive Attitude:

Develops and maintains positive working relationships with team members, customers, co-workers and management by demonstrating effective communication and collaborative skills.

Working Conditions:

- **NEW MEXICO MUTUAL** maintains general office conditions with light demands.
- Employees of **NEW MEXICO MUTUAL** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **NEW MEXICO MUTUAL** maintains a drug free environment; drug testing prior to employment as well as upon a work-related accident.
- Exposure to VDT screens.