



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

Position Summary:

This position uses strong analytical skills to help business users and other IT staff to solve system and technology issues and to provide first level troubleshooting of reported production technical issues. The position acts as liaison between the IT department and business units within the organization, working to elicit and define system requirements and turn them into technical specifications.

Essential Functions:

- Work with non-technical users to determine their technical and system requirements, and help them to define the scope of their system requirements.
- Translate non-technical business requirements into technical requirements; create and modify the business rules utilized by our core systems based on business user needs.
- Assist other IT Business Analyst staff members and software developers with requirements gathering, conducting gap analysis and scope definition for short and long-term projects.
- Use data and process modeling tools to document, develop and maintain process workflows; understand and present these workflows to other IT Business Analysts and business unit staff.
- Assist senior level IT Business Analyst team members by providing first level Production support and documenting reported issues for further analysis and resolution; tracking and reporting on progress of production support issues.
- Assist senior level IT Business Analyst team members and development team members through the documentation of test scenarios, scripts and execution of smoke testing and documenting the results.
- Support the IT Director and other IT management with the oversight and development of short and long-term IT projects including high level project documentation, tracking of project tasks, and project related goals.



Job Qualifications

Education:

High school diploma or equivalency. BS/BA in Information Management/Information Systems or related business experience strongly preferred.

Experience:

A minimum of 3 years of related experience in a corresponding field, preferably in workers' compensation or other property and casualty insurance environment.

Required Skills/Abilities:

- Strong analytical and problem-solving skills.
- Strong organizational skills.
- Ability to track and perform multiple tasks concurrently.
- Ability to build and maintain relationships with technical and non-technical personnel.
- Excellent verbal & written communication skills.
- Flexibility and willingness to be tasked with additional responsibilities.

Specialized Knowledge, Licenses, etc.:

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

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 physical 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.