Business Process Consultant

Experience:

Minimum 5 years in IT Process Management, Requirements Management, or Process Improvement in the public sector.

- **Education:**
  Bachelor's degree from an accredited institution in Information Technology, Information Systems, or other Technology field.
- Business Analyst certification is preferred but not required.

Core Responsibilities:

- Guide projects through preliminary planning to the chartering phase, including feasibility studies and cost-benefit analyses.
- Define project scope, manage stakeholder analysis, and capture business requirements.
- Facilitate stakeholder sessions to develop detailed business, functional, and non-functional requirements.
- Leverage tools like JIRA to manage requirements and ensure quality through reviews and sign-offs.
- Design and recommend IT solutions to enhance productivity by analyzing business workflows.
- Produce high-level designs, workflows, and use cases to communicate technical needs.
- Deliver concise presentations and documentation to stakeholders, aligning IT solutions with business goals.
- Support post-implementation project success and establish performance metrics.

Skills:

- Proficient in modeling techniques (e.g., workflows, swim lanes, context diagrams).
- Strong knowledge of requirements development, quality assurance, and change management.
- Excellent communication and consultation skills to interact with IT and business teams.
- Ability to develop recommendations based on detailed analysis of business activities.

Tools & Techniques:

- JIRA for requirements lifecycle management.
- Modeling tools for process documentation and communication.

Outcome Goals:

- Deliver IT solutions that align with business needs and improve organizational efficiency.