



<https://lumecg.com/job-listings/servicenow-business-analyst-lead-hsrd/>

## Business Solutions Analyst (Remote) ServiceNow HR Change Management

### Description

Lume Consulting Group is looking for a Business Solutions Analyst to support HR technology transformation initiatives. This role involves gathering requirements, conducting process analysis, and developing functional specifications for ServiceNow® implementations. Candidates should have strong experience in business process design, organizational change management (OCM), and data analysis.

### Responsibilities

#### Primary Responsibilities

- Conduct data analysis and lead working sessions to:
  - Develop business processes.
  - Define roles and responsibilities.
  - Determine key metrics and KPIs.
  - Build functional requirements.
- Create process documents and collaborate with the Senior Technical Lead to ensure user stories align with developed processes.
- Provide expertise in:
  - Communications plans.
  - Training needs analysis.
  - Organizational Change Management (OCM) materials.
  - Training materials.
- Configure, script, and develop the solution based on requirements and sprint definitions.
- Mitigate defects found during unit testing and User Acceptance Testing (UAT).
- Participate in and support the migration of work to test and production environments.
- Act as the primary support resource during the post-go-live period.

### Qualifications

- **Minimum Qualifications (MQs):**
  - Bachelor's degree (or equivalent experience).
  - **5+ years** of experience in IT analytical processes, with **3+ years** in business systems analysis.
- **Desirable Qualifications (DQs):**
  - Master's or doctorate degree.
  - **7+ years** of experience in IT analysis, with **5+ years** in business systems analysis.

### Hiring organization

Lume Consulting Group

### Employment Type

Full-time

### Beginning of employment

March 20th

### Duration of employment

12-24 months

### Industry

Government Consulting

### Date posted