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