

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:
  - o Develop business processes.
  - o 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.
  - o 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):
  - o 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