

Business Analyst 1

Benefits: Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

Salary range: DOE

Employment status: Contract / Temporary

Description

Robert Half is looking for a **Business Analyst/ Delivery Assurance Operations Analyst** to join our client! Join the Delivery Assurance (DA) team, where we ensure the success of our customers deployments by supporting Client's Global Professional Services ecosystem. We specialize in DA methodology to ensure the proper execution and adherence across the projects.

About the Role

Our DA Operations Analysts work to support the DA Managers, Engagement / Project Managers, and Consultants within Client's Global Professional Services Ecosystem to ensure the successful execution of the DA activities for our customers deployments. Our new colleague will contribute in various areas, including the execution of DA quality reviews, resource management responsibilities, and general operations:

DA Checkpoint Reviews

- Review deployments to ensure data accuracy, and process compliance to facilitate the staffing process for the Resource Management organization, as well to ensure alignment to the DA program
- Review Checkpoints as part of the DA process for various Product Areas. This involves reviewing content to ensure completeness and accuracy to enable the project to proceed and ultimately ensure the success of our deployments.

Resource Management

- Take ownership of the DA Compliance Checkpoint Staffing process and provide support on the DA Integration Manager staffing process
- Support Client's DA Resource Manager as needed, i.e., assign resources to DA activities on projects

General Operations

- Identify opportunities for business process improvements and make recommendations as appropriate
- Support the team with all incoming inquiries regarding the Delivery Assurance Program
- Undertake ad hoc projects / duties as required

Requirements

Basic Qualifications

- Undergraduate degree or equivalent experience. 1 or 2 years of work experience in equivalent positions a plus
- Experienced in spreadsheet programs (ex. Excel, Google Sheets) working with complex formulae, analyzing data, and building charts / graphs. Expertise in Excel VBA a plus
- Passion for internal and external customer service and excellence driving high quality in the finished product; attention to detail is critical to success
- Ability to work independently and to work effectively with multi-disciplined teams using a combination of business and technical skills
- Other Qualifications
- Accomplished in process improvement, project administration, and operations
- Excellent organization, time management, process documentation, problem solving, and communication skills
- Proficient in G Suite, Excel, Word, and PowerPoint

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