

## Genus Job Description

Job Title	Business Intelligence Functional Analyst and Quality Assurance Team Lead	Job Family	Information Technology
Job Code		Job Grade	M1

### Summary

Manage a team of Business Intelligence (BI) Functional Analysts and Quality Assurance (QA) resources to deliver identified priorities, assignments, and achieve performance goals. Including, but not limited to, the identification and robust documentation of business and customer requirements then the support for delivery of those requirements through to BAU. Supporting specific resources to undertake system administration for BI owned applications, as well as delivery of BAU processes, including assistance for triage and resolution of issues and communications regarding these and ensuring process documentation is kept relevant.

Responsible for the creation, maintenance and enforcement of Business Analysis and QA standards, including holding Functional Analyst and QA resource accountable for failures in adherence.

Acting as an ambassador for the team and ensuring that others are also effectively undertaking this role, whilst supporting key stakeholders / steering groups to develop change pipelines and monitor BAU issues, actively working with Project Managers to communicate progress to IT and other internal as well as external Genus customer groups.

### ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Sets priorities for the team to ensure task completion; coordinates work activities with other supervisors
2. Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager
3. Supervises the daily activities of business or technical support or production team
4. Has formal supervisory responsibilities; sets priorities for and coaches employees to meet daily deadlines
5. Requires understanding and application of procedures and concepts within own discipline and basic knowledge of other disciplines
6. Uses judgment to identify and resolve day-to-day technical and operational problems
7. Uses tact and diplomacy to exchange information and handle sensitive issues

### Genus Core Behaviours / Competencies

**Customer impact:** builds strong, profitable, sustainable customer relationships, anticipating and exceeding customer expectations to increase demand for services and products in order to build loyalty.

**Managing external environment:** anticipates and responds quickly to environmental changes for the benefit of the business and customers, through strong external networks and deep understanding of the markets.

**Execution Orientation:** Drives to set ever higher standards and achieve results through determination, resilience and commitment. Develops solutions to enhance the service offering and drive continuous improvement.

**Setting Direction:** develops simple, deliverable plans based on pragmatic new thinking, ideas or concepts. Assesses accurately commercial risk and return.

**Change management:** Champions, leads, support or embeds change to improve things. Communicates well and helps others by overcoming barriers.

**Analysis and Decision Making:** Analyses opportunities and problems thoughtfully and thoroughly to make good and timely decisions.

**Team Mobilisation:** builds high performing diverse teams, investing resources effectively. Recruits, develops, motivates and retains talent by setting stretching goals and developing capability of self, team and organisation.

**Collaboration:** ‘One team’ approach – gains commitment to strategic vision and goals. Builds and maintains networks and relationships, sharing knowledge and experience, delivering on commitments.

<b>Essential Functions</b> include the following. Other duties may be assigned. (Include NO more than 10 functions)	<b>% of Position</b>
Provide information to support change request evaluation, option identification and estimations during BI business area pipeline evaluation meetings, and capture outcomes from those meetings for communication during steering groups.	15%
Deliver individual projects and manage a team of Functional Analysts working closely with business stakeholders to understand, analyse and translate business requirements into functional specifications.	20%
Support and own the creation and maintenance of project plans, either through Project Manager for larger projects or within the team for smaller changes, taking responsibility to ensure they are robust and supporting delivery of status update reports to key project stakeholders	15%
Supervise the execution of initial system testing of delivered solutions, managing QA resource to implement standards, introduction automation where possible, effectively test solutions and development to identify bugs and/or missing/incorrect functionality before progressing to User Acceptance Testing. Above all ensuring that solution is fit for purpose.	10%
Take ownership for the facilitation of User Acceptance Testing and production deployments, ensuring high-quality processes are followed that progress is communicated at the required intervals to key stakeholders and signed-off is obtained by appropriate sponsors with appropriate audit history maintained.	10%
Take ownership for the creation and documentation of Business Analysis and QA standards, including evaluation frameworks, document examples, testing frameworks and approaches to testing, ensuring that continuous improvement is being delivered in this area with relevant documentation updated.	10%
Take responsibility to ensure the team develop, maintain and complete relevant project and process documentation, specifically functional specifications, testing protocols and test plans, key process flows, standard operating procedures, training documentation, etc.	10%
Manage and Support BI Production Systems (e.g. Cognos Controller and IBM Planning Analytics) keeping them consistently operational and stabilized through members of your team in partnership with BAU team.	5%
Perform employee performance goal setting, and drive momentum during monthly and yearly reviews of the goals.	5%
Champion the culture of BI with the Genus organization.	100%

100%

## Requirements

Travel	3 – 4 times a year to either in-country offices or internationally
Education	
Licenses/Certifications	
Experience	<ul style="list-style-type: none"><li>• Proven track record in a similar role for 4+ years</li><li>• Proven experience of presentation skills to small and large groups consisting of stakeholders from all levels of the Organisation</li><li>• Experience of creation and submission of key communications and making these relevant to specific target audiences.</li><li>• Broad business knowledge in Data Management, Business Intelligence and Analysis Development</li><li>• Knowledge of application of Data Warehouse and Business Intelligence methodologies.</li><li>• Good working knowledge of the BI Development Life Cycle.</li><li>• Experience of working in a global organization with geographically dispersed team members and users.</li><li>• Good working knowledge of Agile and Waterfall project management styles.</li><li>• Good general knowledge of current and future IT technology.</li><li>• Ability to apply this knowledge and propose appropriate solutions for Genus.</li></ul>
Other	

*The above position description is intended to describe the general content, identify the essential functions of, and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.*