

Business Analyst – Customer Experience



Benefits:

- Competitive compensation
- Medical, Dental, and Vision insurance
- 401(k) Retirement Savings Plan with substantial company match
- Life and Travel Insurance
- Tuition Assistance
- Wellness Reimbursement Program
- Paid Holidays and Vacation

What is a Business Analyst (CX)?

Central Hudson's Energy Transformation & Solutions Division is seeking a highly motivated self-starter to play an instrumental role in the design and implementation of our customer engagement platforms. You will take part in creating new business process solutions that elevate our customer experience and our performance as an energy service provider (e.g. REV).

The Business Analyst acts as an intermediary between the business and technical community while working with IT project teams and business clients to collect, clarify, and translate business and operational requirements into documentation and conceptual design from which applications and solutions are developed. The Business Analyst is an active partner and solution visionary who serves as the voice of the customer.

What does a Business Analyst (CX) do?

- Works with business and technology partners to elicit, analyze, translate, and document business requirements and business processes into functional specifications
- Works directly with the business stakeholder community to maintain communication and to gain business buy-in
- Analyzes documents and tests program development, logic, process flows and specifications
- Responsible for test planning, scripting and test execution
- Facilitates user acceptance testing by training testers, communicating expectations and collecting results
- Documents user manuals to describe application installation and operating procedures
- Develops training and educational materials

What does it take to be a Business Analyst (CX)?

Required:

- Bachelor's degree
- Demonstrated experience in writing requirements and test specifications
- Ability to understand business functionality and translate it into process flow diagrams, application requirements and system design
- Understanding of business complexity and project interdependencies
- Ability to quickly troubleshoot problems that may arise in work products and partner with developers and analysts to identify solutions
- Basic understanding of project management methodologies (e.g. Agile, Waterfall, Hybrid, etc.)
- Intellectual curiosity and the ability to question thought partners across functional areas
- Outstanding written and verbal communication skills
- Valid driver's license

Preferred:

- Two or more years of experience in business analysis and project management methodologies
- Experience with customer persona development, journey mapping and business process modeling techniques/tools
- Ability to create compelling business cases with accurate cost and effort estimations
- Experience with requirements traceability matrix (RTM)

Please go to www.centralhudson.com/employment. Click the "Search Career Opportunities" button. Follow the directions to submit an application and upload your resume for the desired position. **Applications sent via e-mail and US Mail will not be accepted. No phone calls or agencies, please. All replies will be held in strict confidence.**

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or protected veteran status. Central Hudson Gas & Electric Corporation takes affirmative action in support of its policy to employ and advance in employment individuals who are minorities, women, protected veterans, and individuals with disabilities.

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