JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job / Position Title:</th>
<th>SENIOR BUSINESS ANALYST</th>
<th>Job Category:</th>
<th>Team Member / IC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department/Group:</td>
<td>Business Delivery</td>
<td>Job Code</td>
<td>BA / 01 /2019</td>
</tr>
<tr>
<td>Location:</td>
<td>Anaheim – CA, US</td>
<td>Position Type:</td>
<td>Full-Time</td>
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<tr>
<td>Designation / Grade</td>
<td>Global Delivery</td>
<td>Reporting to</td>
<td>Manager – BA / Project / VP Technology</td>
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Role Purpose:
Determines operational objectives by studying existing business functions and processes, and matches them to system capabilities. Gathers information, analyzes requirements and evaluates output of requirements and formats. Identifies problems and suggests improvements to address gaps between the baseline system and/or environment and the system of interest being deployed. Design modifications in collaboration with technical teams based on the expected efficiency improvements. The Senior Business Analyst prepares for and conducts process analysis, creates documents and presents analysis and modelling results. Transfer knowledge to application and database developers, QA team and project managers. This role is expected to translate business functions and needs into a consumable format for a technical audience while maintaining compliance to contractual requirements to client specifications.

Job Description

Responsibilities:

- **Client Business Requirements Gathering, Analysis and Functional/Technical Specifications**
  - Work closely with IT business users, where applicable, to define business requirements of related business processes
  - Work closely with business team, business analyst(s), configuration analyst(s), client team, and other related stakeholders
  - Own and perform/collaborate with others on the analysis, review, and functional/technical designs and specifications of system features requested by assigned clients
  - Create process workflow charts and system data flow diagrams matching business requirements while noting key elements such as performance metrics, user inputs, and exception scenarios
  - Participate in the planning and direction of schedules, project milestones, phases, and elements as needed to ensure project success

- **Project Delivery and Client Relations**
  - Provide subject matter expertise to assist developers and testers during the technical design, implementation, and testing phases
  - Work closely with the development team for the smooth and timely delivery of the project
  - Identify the project dependencies and threats, and ensure they are documented and communicated to project management/project team(s) as needed
  - Ensure that clear and concise information about the as-is and target business processes are communicated, consult the business regarding potential process changes, and foster productive client relationships
  - Coordinate professional delivery of services to the client
  - Coordinate between external interface vendors and the project team(s)

- **System Testing**
  - Defect tracking and reporting
  - Discover and triage defects based on business criticality and find resolution in coordination with the development team
  - Proficient in execution of various stages of manual & functional testing, regression testing, integration testing, user acceptance testing (UAT), and system testing
  - Perform exploratory testing as required (e.g., act as the quality gate for Scrum team)
  - Assist in translating requirements into test cases and expected results for UAT and maintain traceability
**Client Education and Training**
- Assist in training the end users of the application, ad hoc reporting, and other applications as needed

### Required Skills / Experience
- College graduate with a B.S./B.A. degree in Computer Science, City Planning, Engineering, Business, Finance, or other related field
- Should have 6 - 12 years of experience as a business analyst in a large enterprise environment preferably in the banking, finance, or transportation domains
- Strong written, verbal, and interpersonal skills with a proficiency in English
- Self-sufficient, motivated, effective, proactive, and resilient – with the ability to work both independently and as part of a large team
- Strong analytical skills, capable of guiding decisions on building application logic based on business needs
- Should be familiar with all phases of the SDLC and the Agile process
- Proficient in review of requirements, grouping them into business cases, and writing use cases and business rules
- Experience with writing various requirement documents including FSD, SDD, SRS, ICD, FRS, UAT, and design documentation
- Experience in Agile business analysis, understanding of product backlog, and writing requirements in the form of user stories
- Experience with setting up and the use of requirement management tools such as TFS or Spira
- Experience in working with standard tool suites (JIRA, Enterprise Architect, HP ALM, TFS, etc.) and techniques
- Flexibility to coordinate and/or maintain communications with a global delivery team

### Preferred Skills / Experience
- Master’s degree
- Agile Scrum certification (Product Owner or Scrum Master)
- Business Analyst Certification, e.g., a Certified Business Analysis Professional (CBAP)
- Experience in the electronic tolling (ETC), banking, or finance industries
- Available for travel to client meetings/workshops and business development events as needed

### Other

If interested in this opportunity, please submit your resume to [careers@tollplus.com](mailto:careers@tollplus.com)

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