

## BUSINESS ANALYST IN PITTSBURGH, PA

RECRUITING CANDIDATES WITH STRONG ANALYTICAL AND PROBLEM-SOLVING SKILLS TO REVIEW PRODUCTION SUPPORT INCIDENTS, IDENTIFY TRENDS AND RECURRING INCIDENTS, AND FOLLOW UP ON TICKET STATUS.

### ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at [www.benderconsult.com](http://www.benderconsult.com).

### HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit [www.benderconsult.com/careers/submit-resume](http://www.benderconsult.com/careers/submit-resume) and complete the electronic form.

### POSITION DESCRIPTION:

- Review production support tickets to identify trends and recurring incidents, including those incidents that were believed to have already been fixed.
- Analyze information technology (IT) requirements in business processes, through requirements elicitation, solutions identification, risk analysis, and collaboration across IT teams.
- Follow existing standards and methodologies to develop documents for IT applications, system specifications, and test plans.
- Monitor, track, and follow up on ticket status with other teams to resolve any issues that may arise.
- Elicit the requirements needed to carry out business processes including interviews, intelligence analysis, and survey assessments.
- Translate business needs, processes and procedures into a workable system. Articulate on specific software requirements by communicating about these requirements with technology experts and business stakeholders.

### QUALIFICATIONS:

- Bachelor's degree, or an appropriate combination of education and experience, required.
- Strong analytical, interpersonal, and problem-solving skills required.
- Knowledge of technical terms and concepts helpful.
- Excellent written and oral communication skills.
- Ability to work both independently and as a team.