



## **Website Business Analyst** **Quincy, MA**

### **Core Job Responsibilities**

- Website Development requirements documentation and communication, including:
  - Responsibility for maintaining website development/design requirements documentation and working with business owners for review and approval in accordance with project plan timeline.
  - Ongoing Website Development requirements analysis.
- Becoming a successful business analyst takes core business skills and specialized knowledge that will advance Atlantic Broadband's objectives, and contribute to its remaining competitiveness in a complex and evolving industry. These core skills include:
  - Written and verbal communication, including technical writing skills.
  - Understanding of systems engineering concepts.
  - Define configuration specifications and business analysis requirements.
  - Perform quality assurance/testing as required.
  - Define reporting and alerting requirements.
  - Own and develop relationship with business owners, working with them to optimize and enhance website integration.
  - Help design, document and maintain system processes.
  - Report on common sources of technical issues or questions and make recommendations to product/operations team.
  - Communicate key insights and findings to product team/operations teams.
  - Contributes to efforts to improve monitoring, discover issues and deliver better value to our customers via website applications and performance metrics.

### **Job Qualifications, Certificates, Licenses and/or Knowledge and Experience**

- Previous experience in Business / Systems Analysis or Quality Assurance.
- Proven experience in eliciting requirements and testing.
- Experience in analyzing data to draw business-relevant conclusions and in data visualization techniques and tools.
- Basic knowledge in generating process documentation.
- Strong written and verbal communication skills including technical writing skills.
- Effective communication skills, both oral and written.
- Ability to multi-task and determine priorities.
- Ability to coordinate and interact with all levels of customers (internal and external).
- Knowledge of Google Analytics and Website reporting strongly preferred.
- Knowledge of Adobe Creative Suite a plus.

### **Education and/or Experience**

- BA/BS or equivalent preferably in IT/Computer Science/Project Management.
- 1-3 years project management experience.

### **Other Qualifications and/or Duties**

- Ability to work under pressure with a diverse team.
- Ability to work under minimal supervision.
- Valid driver's license, with proven good record within Atlantic Broadband guidelines.
- Attendance and punctuality are both essential functions of this position.
- Travel may required.
- Other duties as required.