

# Business Systems Analyst/Tech Support Job Description

**Job Title:** Business Systems Analyst/Tech support  
**Reports To:** Luba Losyev  
**Department:** Information Technology  
**Position Type:** Full-time  
**Location:** Hybrid, flexible to work remotely and in the Petaluma office on regular basis.  
**Salary Range:** \$75,000 - \$95,000. Pricing for this role may vary within this range based on many factors including geographic location, experience, and skills

## Position Summary:

With autonomy and independent judgment formulate, define and manage projects based on user's requirements and company needs. Developed and document project business requirements and testing. Utilizes business analysis, project management, and quality assurance expertise to implement projects of all levels of complexity with immediate monetary impact on the business.

Provide production support to internal and external customers. Resolve difficult problems based on a thorough, in-depth understanding of business needs and company software application.

## Essential Duties of the position:

- 1 Business Systems Analysis/Quality Assurance: 60%
  - Develops and designs system solutions of a highly complex nature:  
Determines project scope based on internal/external user requirements. Propose and solutions to meet and satisfy customer needs. Develops and documents business requirements for programmer and/or database analyst to execute. Using company software application knowledge and understanding capabilities and limitations, explore ways of opportunities to increase client/users satisfaction.
  - Formulates and defines project scope by analyzing project objectives:  
Uses independent judgment to develop and document comprehensive test plans and complex test scenarios. Performs unit, system and regression testing. Ensures enhancements to existing and new applications are relayed accurately to users and clients to reinforce their knowledge of augmentation and upgrades of the project.
  - Utilizes business analysis, project management, and quality assurance expertise to implement projects of all levels of complexity with immediate monetary impact on the business.
  - Independently prioritize and resolve multiple company software issues and defects to internal/external customers and team members.
- 2 Production Support 30%
  - Works independently, uses discretion and acts as team liaison to research, analyse and coordinate resolution on issues reported by internal and external users.
  - Resolve difficult problems based on a thorough, in-depth understanding of business needs and company software application
- 3 \* Legacy Essential Duties 10%

## Minimum Requirements to Perform Essential Duties of the Position:

- 1 BA/BS degree in Business Administration, or technical training, or equivalent experience.
- 2 5+ years of proven Business Systems Analysis and Project Management experience, managing multiple complex projects.
- 3 5+ years of proven insurance or financial industry work experience.
- 4 Advanced knowledge of annuity and life insurance products, procedures and systems.
- 5 Detailed knowledge of MS Office, Windows 7 and 10, SQL Server and Project.
- 6 Demonstrated analytical and problem-solving skills. Excellent verbal and written communication skills. Proven organization skills with the ability to prioritize and multitask.
- 7 Excellent customer service skills.

**Ideal/Preferred Requirements to Perform Essential Duties of the Position:**

- 1 Proven extensive experience with Legacy Marketing Group's products.
- 2 In-depth high-level technical knowledge of insurance systems.
- 3 Customer Service, Operations, Actuarial, Marketing, Accounting or Financial Institutions expertise.
- 4 LOMA certification or coursework completed.

**Legacy Essential Duties:**

*In the spirit and support of Legacy's Corporate Culture and Work Team environment, it is the expectation that all employees will act in ways that support our Values by participating in the following:*

**Communication**-Ensure that information is delivered effectively for positive and strong relationships.

**Continuous Improvement**-Strive to set and reach a higher standard in everything you do.

**Flexibility**- to go outside of your regular job duties to support the team, department, and organization needs.

**Performance Alignment and Accountability**-Create and meet objectives that are in sync with team, department, and organization goals and objectives.

**Problem Solving and Conflict Resolution** – Address problems and resolve conflict in a timely manner in an effort to find positive solutions and create action plans that support the bigger picture.

**Recognition**-Motivate co-workers by providing positive reinforcement of good to great results.

**Shares Knowledge and Supports Others**- Ensure the success of all team members and the organization.

**Team Member Selection and Training**- Participate in the acquisition and training of best possible talent.