



<https://www.lumecg.com/job-listings/servicenow-business-analyst-lead-hsr/>

Business Solutions Analyst (Remote) ServiceNow HR Change Management

Description

Lume Consulting Group is looking for a Business Solutions Analyst to support HR technology transformation initiatives. This role involves gathering requirements, conducting process analysis, and developing functional specifications for ServiceNow® implementations. Candidates should have strong experience in business process design, organizational change management (OCM), and data analysis.

Responsibilities

Primary Responsibilities

- Conduct data analysis and lead working sessions to:
 - Develop business processes.
 - Define roles and responsibilities.
 - Determine key metrics and KPIs.
 - Build functional requirements.
- Create process documents and collaborate with the Senior Technical Lead to ensure user stories align with developed processes.
- Provide expertise in:
 - Communications plans.
 - Training needs analysis.
 - Organizational Change Management (OCM) materials.
 - Training materials.
- Configure, script, and develop the solution based on requirements and sprint definitions.
- Mitigate defects found during unit testing and User Acceptance Testing (UAT).
- Participate in and support the migration of work to test and production environments.
- Act as the primary support resource during the post-go-live period.

Qualifications

- **Minimum Qualifications (MQs):**
 - Bachelor's degree (or equivalent experience).
 - **5+ years** of experience in IT analytical processes, with **3+ years** in business systems analysis.
- **Desirable Qualifications (DQs):**
 - Master's or doctorate degree.
 - **7+ years** of experience in IT analysis, with **5+ years** in business systems analysis.

Hiring organization
Lume Consulting Group

Employment Type
Full-time

Beginning of employment
March 20th

Duration of employment
12-24 months

Industry
Government Consulting

Date posted