



Job Title: Operations Business Analyst
Department: Bank Operations
Location: Pittsburgh, PA

Summary of the Position:

The Operations Business Analyst will act as a liaison between the Operations LOB area and the technology organization by planning, conducting, and directing the analysis of highly complex business problems to be solved with Workflow, RPA, system-to-system integrations and other automation technology solutions supported by the bank's technology team. This resource will need to prepare business requirements documents, workflow diagrams and detailed step-by-step operating procedure documents for automation changes. They will also act as an internal consultant within the client's organization by using quality tools and process definition/improvement to re-engineer technical processes for greater efficiencies. In this role, you will also be responsible for providing solution consultant guidance to new initiatives or those requiring additional assistance.

Primary Functions of the Position:

- Conduct automation opportunity identification workshops with business Subject matter experts to provide an automation opportunity pipeline
- Support the development of the business analysis requirements to provide to developers of various technology functions
- Complete the opportunity assessments of business opportunities, to include an 'as is' and 'to be' (i.e. automated/partially automated process) process map, project sizing's and recommended implementation approach
- Manage the automation aspects of funded projects and coordinate with project managers on overall project status
- Coordinate with the business to identify and provide solution designs for production issues and maintenance needs

Experience & Education Requirements:

- Bachelor's Degree, or equivalent combination of education and experience
- 5+ years of industrial engineering, business systems analysis experience or process re-engineering with a focus on automation

Preferred Qualifications:

- 1+ years RPA experience with RPA/RDA (Robotic Desktop Automatic) technologies
- 5 years consulting/management, process design/improvement, operations, and/or analytical experience in Financial Services
- Ability to create Opportunity Assessments and Process Design documentation
- Ability to create high-level business process and robotic solution design.
- Prior experience acting as a liaison between the business and project delivery teams during automation transitions
- Prior experience with automation tools and technologies a plus (e.g. BluePrism, Bizagi, or other RPA/BPM technologies)

Essential Skills and Abilities:

- Self-Initiative: Willingness to make independent decisions to improve processes that contribute to business objectives
- Ethical: Unwavering commitment to doing what is right for the client and for the Bank
- Computer Literacy: Understanding of relational databases
- Communication: Experience communicating technical information to non-technical teams in a concise and understandable manner
- Critical Thinking: Demonstrated analytical skills.
- Project Management: Basic understanding of project management methodology.
- General knowledge of banking, lending, deposits, and financial marketplace a plus.
- Ability to use independent judgment and critical thinking

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