



Position Title: Business Analyst

Effective Date: 01.01.2019

Department: Technology Services

Reports To: Manager, Business Process Management

Location: Wakefield, MA

The Purpose of Your Role:

Do you want to work for a fast paced, growing organization where people make the difference? We are seeking a knowledgeable, team-oriented Business Analyst for our Technology Services Team. The role offers a great opportunity to work in a fun, collaborative work environment and provides opportunity for future career advancement within the organization.

The Business Analyst is responsible for partnering with the IT staff to understand the operational needs and procedures of the business, and help find a solution. The Business Analyst will review, evaluate, and document user requirements. They will then determine the most effective solution for the business in its use of technology, and will manage the user testing for these projects. They are involved in all steps of the development life cycle and represent the IT staff in project meetings as well as individual meetings with business leaders.

The Expertise We're Looking For:

- A passion for consulting and connecting with clients
- Active listener who can provide solutions for our clients
- A sincere interest in working within/learning the financial services industry (if you don't have financial services experience)
- Ability to lead both short and long term projects involving team members from all levels of the company, both technical and non-technical.
- Capability to quickly learn new systems
- Ability to conduct cost/benefit analysis
- Familiarity with database structures

The Behaviors That You Bring:

- **Integrity** – Your customer-centric attitude and commitment to doing what is right for our clients and internal team members.
- **Expertise** – You are a team player and continuous learner. You share your knowledge with the team, embrace new learning opportunities, and search for ways to improve our operations.
- **Empowerment** – You demonstrate organizational skills, the ability to manage priorities, deadlines, and troubleshoot issues independently.
- **Excellence** – Your detail-oriented approach leads to quality processing results and your communication skills allow you to communicate effectively with internal team members.
- **Innovation** – You learn quickly, collaborate with others, and share your ideas for improving our service.

The Excellence You Deliver:

- Be the face of the IT team for assigned areas of the business, and understand user needs and issues
- Partner with users to understand and gather all the necessary business specifications and requirements
- Document workflows and results of business analysis into business requirements
- Assist the Development team in translating business requirements into application functionality
- Design and execute test plans to ensure that business requirements and functional specifications are implemented properly

- Conduct and direct both internal and external audits as required by the business and IT management, reporting findings and determining outcomes with management
- Create and implement various reports and automated jobs based on business needs and requirements
- Train users on applications and create user documentation
- Troubleshoot issues and bugs
- Proactively anticipate user needs and application enhancements
- Request and implement system enhancements

About You:

We are looking for a natural leader, who has an outgoing personalities and is not afraid to meet, build and network relationships. We want an innovative thinkers to drive our business forward. Someone with an entrepreneurial spirit, customer focus, drive, determination and the strength of character to challenge the status quo. Our industry is forever changing and we are looking for someone who is flexible and willing to embrace change.

Education, Skills and Experience:

- Bachelor's degree in computer science, engineering, mathematics, finance, business administration or equivalent related work experience. MBA or other Master's degree is a plus
- 0-3 years of experience
- Expert knowledge of all MS Office applications, including Excel, PowerPoint and Project
- Exceptional written and verbal communication skills.
- Excellent communications and interpersonal skills
- Experience with Visual Basic, XML, HTML, MS SQL Server, Crystal Reports or another coding language
- Experience with database design/architecture or practical experience in the design of new systems and enhancements to existing systems are a plus

Our Company:

Sentinel Benefits & Financial Group proudly serves more than 3,500 clients throughout the U.S., and for 31 years, we've remained devoted to making a difference in the lives of our people, our clients and our community. With nearly 200 professionals tied to our mission to deliver great service—and a 9-year average associate tenure—we have become the thought leader we are today.

From our conveniently located headquarters on Lake Quannapowitt in Wakefield, MA, you will enjoy a collaborative work environment that encourages cross-departmental creativity and engagement. We're looking for dynamic individuals, self-starters and team players to join our team. Recognized as one of the largest employee benefits firms in Massachusetts (Boston Business Journal), a top 100 retirement plan adviser (PLANADVISER Magazine), and the 2016 recipient of the Best-in-Retirement Business IMPACT Award™ by Charles Schwab, our in-house experts—and their commitment to excellence—define who we are.

Our Culture:

Our people care about our organization. We are a company with a mission to be the best in our industry. Being part of this company means that you are part of something special. Sentinel Benefits & Financial Group offers paid vacation, 9 Holidays and 1 floating holiday, company sponsored medical and dental insurance, life insurance, AD&D, short and long-term disability, 401(k) Plan and free parking. Sentinel Benefits & Financial Group is an Equal Opportunity Employer.

Interested candidates should email a resume to: hr@sentinelgroup.com, **SUBJECT LINE: Business Analyst, Technology Services**. For further information, please check us out at www.sentinelgroup.com