



*Enabling Excellence in Communication and Technology*

## **Business/Quality Analyst**

The Business/Quality Analyst will have responsibility to elicit, analyze, specify, validate and document the business needs of clients. Participates in Quality Assurance by developing scripts, use cases and test plans and executes them to improve development delivered to clients.

EDCi is proud to have earned global recognition in Call Center solutions in 2008 & 2010 by being awarded Interactive Intelligence's Vision Award!

EDCi engages with clients in the Midwest to provide infrastructure and call center technology services and solutions to improve businesses and provide alignment to business strategy. We provide full life cycle support including strategy, assessment, implementation, training and support. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Interactive Intelligence, IBM and Microsoft our customers receive the highest quality of product and service the industry has to offer.

Associates of EDCi have the opportunity to engage in dynamic projects, leveraging the latest technologies. Our partnerships provide a unique opportunity for associates to continue to develop their professional skills. Last, EDCi is an organization that takes pride in recognizing balance and the importance of family. If your interest is for challenging work in a comfortable work environment, look to EDCi.

When you join the EDCi team, you'll receive many perks, such as:

- Remote work from home
- Paid holidays, vacation, and sick time
- Bring Your Own PC Policy
- Cell phone reimbursement
- Casual dress
- Funded training and certifications
- Health, dental & vision insurance
- 401K match
- And much more!



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#### **RESPONSIBILITIES:**

- Preparation/review of test plans and uses cases, perform testing, defining and documenting user procedures, manuals, and workflows.
- Conduct system quality assurance testing, either through preliminary unit testing, functional testing, or system testing.
- Provide feedback from quality assurance testing, including detailed information on the issues encountered as well as error messages, expected versus actual output and technical information.
- Leverage standard templates to accurately write requirement specifications by conducting interviews and product analysis to gather user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and/or other methods.
- Analyze and verify requirements for completeness, consistency, comprehensibility, feasibility, and conformity to standards.
- Ability to administer workshops with the Business and IT, articulating the business requirements in a clear and concise manner.
- Manage and track the status of requirements throughout the project lifecycle; enforce and redefine as necessary by communicating enhancements and/or modifications verbally or through written documentation.
- Translate conceptual user requirements into functional requirements in a clear manner.
- Where necessary, develop process flow models & call flow models.
  - Collaborating with Engineers, Project Managers and PSO Management to ensure that project teams are informed and problems are escalated appropriately.
- Make recommendations regarding the effectiveness and efficiency of existing requirements-gathering processes and develop strategies for enhancing or further leveraging these processes.
- Develop a strong understanding of the products that EDCi leverages in its' product/services portfolio.

#### **ESSENTIAL SKILLS AND QUALIFICATIONS:**

- BS preferred, Associate's degree Required
- Strong analytical, communication and problem solving skills are required.
- Proven experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development.
- Experience with development and implementation of software solutions, systems, or products.
- Ability to create systematic and consistent requirements specifications in both technical and user-friendly language.
- Excellent listening, interpersonal, written, and oral communication skills.
- Logical and efficient with keen attention to detail
- Excellent client service attitude and team focus



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**SECONDARY/OPTIONAL SKILLS AND QUALIFICATIONS:**

- Interactive Intelligence or CIC experience Preferred.
- Experience with Microsoft SQL Stored procedures is a Plus