



Enabling Excellence in Communication and Technology

Business Analyst

Location: Remote

EDCi provides infrastructure and call center technology services and solutions to clients throughout the United States. Through our partnership and certifications with leading technology providers including Citrix, Cisco, Genesys, IBM and Microsoft, our customers receive the highest quality of product and service the industry has to offer.

EDCi is currently seeking a qualified Business Analyst to join our Software Business Unit. The Business Analyst will be responsible for gathering requirements and creating high-quality technical documentation for our clients. The ideal candidate should have experience in technical writing and should be able to gather requirements from stakeholders, analyze them, and translate them into clear and concise documentation.

Come join a high-performance team! At EDCi, we are more than just technologists. We are a team passionate about the work we do and a family dedicated to building on our strengths and improving our challenges both individually and collectively. EDCi is an organization that takes pride in recognizing balance and the importance of family. If you're a talented professional looking to help lead a cutting-edge growing company and seek a flexible, family-oriented work environment, we want to talk to you!

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:

- Drafts and edits documents used in supporting software development activities with internal staff, vendors, and customers
- Write end-user documentation including user/training manuals, technical documents, installation guides, online help, presentations, and infrastructure documentation
- Providing writing support for technical documents such as sales proposals, third party application stores and other vendor documentation
- Work with software development teams to keep apprised of upcoming enhancements to software application features and functionality
- Interview subject matter experts both in the business as well as customers, to assess business requirements for new features and enhancements
- Translate technical information for non-technical and technical users
- Understand technical industry jargon and concepts, extracting tangible business benefits and translating them into clear, concise business language for non-technical audiences
- Create and maintain user guides and release notes for sprint cycles and major releases of software
- Deliver quality content that requires writing, editing, accuracy, spelling, grammar, organizing, and designing technical content
- Adhere to high-quality documentation principles with standardized templates
- May be asked to provide training using the materials developed
- Communicate software application issues discovered to Product Owner
- Must have the ability to operate with minimal supervision and effectively communicate with both internal and external customers
- Communicate workload and status with cross-functional groups (marketing, software, sales, professional services, legal, leadership, etc.) in a professional and timely fashion
- Other duties as assigned

PRIMARY/ESSENTIAL SKILLS AND QUALIFICATIONS:

- Associate's or Bachelor's degree in IT related field required
- 3+ years experience as a Business Analyst, Technical Writer or related role, creating content for technical and non-technical users
- Critical reading and thinking skills
- Strong partnership skills, working with team to define content
- Ability to accept constructive feedback
- Excellent problem-solving skills & ability to work under pressure while meeting deadlines
- Exceptional attention to detail
- Excellent client service attitude and team focus
- Must be a team player!