Job Title: Business Analyst

Job Description

Our business analysts contribute to our growth and success by ensuring the features and solutions of our software platform help our clients do their jobs effectively to achieve the results that matter most. With an industry leading software platform and our commitment to innovation, it's our business analysts who seek out, develop, and help implement strategic initiatives for improved efficiency, productivity and increased value for our customers. We're currently searching for an experienced business analyst to help guide and build our organization for the future. From researching progressive systems solutions to evaluating their impact to translating ideas into viable solutions, our ideal candidate is a detailed planner, expert communicator, and top-notch analyst. The successful candidate will be wholly committed to and energized by the discovery and development of innovative solutions in an ever-changing digital landscape.

This role is designed for someone who flourishes in a fast-paced environment, has a strong work ethic, is a clear communicator and has a passion for technology and innovation. You'll be a key thought leader focused on translating the business requirements of our clients into highly effective, industry leading software solutions. Your broad and deep experience will shape the future of our industry leading platform and guide our product development roadmap to maintain our leadership position. At Exceleras, you'll have a you will have a real opportunity to make a meaningful impact on the growth of our company.

If you're ready to join a fast-paced, ever-evolving SaaS company to drive innovation and enhance our industry leading platform, let's connect.

THE WORK YOU'LL DO:

- Collect, analyze, and document business and user requirements related to the new development or enhancement of critical business systems
- Provide estimation and planning input for projects/solutions/work items
- Create and execute unit test plans and review the plans of others
- Participate in software development by analyzing and reviewing customer requirements
- Write and review detailed software technical specifications
- Serve as a catalyst for continuous improvement of product and process - proactively provide recommendations on improvements to product and/or processes to increase development efficiency and improve quality
- Drive identification of requirements for internal and external stakeholders and identify substandard systems processes through evaluation of real-time data and user feedback
- Create and implement precise project management with attention to transparent communication at all levels
- Prepare and maintain system and user documentation and procedures
- Assist in the sales process of telling our story and demonstrating our system to new users and potential clients.

- Work closely with leadership team to influence company priorities, growth strategies and key decisions including project prioritization and our product development roadmap.
- Serve as thought leader for business processes, developing forward-thinking systems prototypes that promote increased efficiency and productivity on multiple levels

HOW YOUR CONTRIBUTIONS WILL BE MEASURED:

- Enable the overall growth and profitability targets of the company.
- Enable revenue growth through the acquisition of new customers and expansion of features and services provided to existing clients.
- Drive customer satisfaction and retention through superior UI/UX design, system functionality and flexibility and strong data reporting and analytics.

THE EXPERIENCE YOU BRING:

- Bachelor's degree in Information Technology, Information Management Systems, Business Analysis or related field
- 5+ years of proven experience in a Business Analyst working with complex software platforms
- Strong working knowledge of relevant Microsoft applications, including Visio
- Proven capabilities in project and user-testing management
- Highly proficient technical writing capabilities
- Strong analytical and problem-solving skills
- Ability to work in a fast paced, deadline-oriented environment
- Demonstrated ability to manage multiple priorities while maintaining discipline and composure
- Strong organization skills with the ability and desire to work under pressure in a small-team, nimble, hands-on and fast-paced environment.
- Excellent verbal, presentation, and written communication skills for technical and non-technical audiences
- Experience working effectively in a remote environment

WHO YOU ARE:

- You effectively manage multiple priorities while acting with a sense of urgency and personal accountability for high standards of performance and results
- You are competitive, enthusiastic, a self-starter, diligent, results-driven and disciplined
- You're driven to complete projects and tasks from start to finish, with a strong desire to see the meaningful impact of your efforts
- You welcome variety and opportunities to work in a fast-paced, flexible work environment
- You're a stimulating communicator with an ability to translate technical language and simplify complexity for a non-technical audience
- You are a creative problem solver and highly resourceful
- You respond well to pressure and are driven to get things done
- You take your work seriously and have above average attention to relevant detail
- You are self-disciplined, plan effectively and gather important information to make effective, prudent decisions and recommendations.
- You value continuous learning and desire varied work assignments to deepen your expertise across a range of areas
- You work collaboratively with clients and fellow team members

- You live and work with honesty, transparency and integrity

**Note: We know that excellent candidates can have all sorts of backgrounds and experiences, so please don't hesitate to apply even if you don't meet 100% of the listed requirements!

WORK LOCATION: Virtual work environment with a highly-flexible schedule.

➔ **We are committed to offering competitive and comprehensive compensation and benefits packages.**

WHO WE ARE:

Located in Glencoe, Illinois, we were established in 2006. The founders applied over 20 years of national real estate experience to build a company that has become one of the industry's premier servicing technology firms in the U.S.

We view ourselves as a 16 year old start-up company with a record of being an innovative, invaluable solution by offering a system that is intuitive, flexible, and comprehensive. We offer a premier, web-based real estate transaction management platform, focused on mortgage servicing and real estate asset management. Our solution is the most comprehensive platform on the market and enables greater performance and efficiency for the valuation, management, sale and servicing of real estate. We cover all phases of portfolio management from initial default acquisition through foreclosure to final disposition, while providing easy access to a nationwide network of quality service providers including agents, attorneys, repair, title and settlement companies for enhanced communications between all parties involved in the transaction.

Our online real estate disposition platform is delivered as an integrated solution into the client's servicing platform or stand-alone system on a SaaS basis and was engineered to help maximize performance throughout the servicing process. Our platform integrates easily with all major servicing platforms to provide a single, reliable portal for enhanced communications between all parties involved in the transaction, while ensuring full compliance and accountability. Our platform includes a built-in process checks that ensure accurate and complete information to help servicers make more informed decisions. It also provides easy access to quality service providers across the country, from appraisers to attorneys. The firm's national vendor database includes ratings to help servicers make better, more accurate decisions.

Please send your qualifications directly to tom.simon@exceleras.com

Web Site: https://www.exceleras.com

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