IT Officer – Business Analysis (IFC6)

Job #:
Department/Division: Corporate Information Technology (CIT)
Grade: (Associate) GF/GF
Appointment Type: Term (Duration: 2 Years)
Language Preferences: English [Essential]
Location: Washington, DC
Appointment: International Hire

Background / General description:

IFC, a member of the World Bank Group, is the largest global development institution focused on the private sector in emerging markets. Working with more than 2,000 businesses worldwide, we use our capital, expertise, and influence to create markets and opportunities in the toughest areas of the world. In FY17, we delivered a record $19.3 billion in long-term financing for developing countries, leveraging the power of the private sector to help end poverty and boost shared prosperity. For more information, visit www.ifc.org

IFC is comprised of three operational areas: Investment operations, Advisory Services and IFC Asset Management Company. IFC Investment operations continue to develop new financial products that enable companies to manage risk and broaden their access to foreign and domestic capital markets. IFC Financial Products and Investment Services ·Include: Loans, Syndicated Loans, Equity Finance, Structured Finance, Risk Management Products, Local Currency Financing, Private Equity & Investment Funds and Trade Finance. IFC provides Advisory services in emerging markets to private sector, national and local governments regarding how to improve their investment climate and strengthen basic infrastructure. Governments account for roughly half of our advisory projects. We also help investment clients improve corporate governance and become more sustainable. IFC Asset Management Company mobilizes and manages funds on behalf of a wide variety of institutional investors including sovereign funds, pension funds, and development finance institutions.

Information technology is an integral part of the strategic initiatives for all the Core Business Functions at IFC. Corporate Information Technologies (CIT) Teams provide comprehensive IT support for IFC's Investment & Advisory Services and Financial Operations. A robust engagement model with business ensures prioritization of the business requirements and focus on delivery. The application landscape encompasses a wide variety of In-house, Customized COTS products.

The Corporate Information Technology (CIT) department is seeking an IT Analyst, Business Analysis with strong business analytical and technical skills to work with internal clients to successfully develop, build and document business solutions working along with a geographically distributed development team. We are looking for a highly motivated and versatile candidate who can demonstrate relentless attention to details and communicate with non-technical clients. The candidate is required to have strong theoretical background and substantial experience in information technology, banking or investment operations, good requirements collection and interviewing capabilities, strong analytical skills to critically evaluate

gathered information, and high proficiency in developing business technical requirements documentation for information systems.

Duties:

His/her responsibilities may include, but are not limited to, the following:

1) Lead the business analysis phase of a small to large-sized project. Contribute to the development of project plans, identifies key milestones, and raises critical project issues such as resource needs and contingencies. Participate in the development of RFIs, RFPs.
2) Conduct prioritization Formulate well defined user requirements tightly linked to overall project goals to limit scope creep. Create implementation approach categorized in logical sections based on criticality and priority. Manage the defined scope and present change requests to the users for approvals. Build stakeholder consensus and ensure everyone is on the same page in agreement and can visualize solution being proposed.
3) Establish conceptual solutions
4) Provide inputs driving the development of the solution design and architecture. Assess dependencies, potential issues and risks.
5) Assist and provide back-up for project manager. Provide inputs for maintaining the project plan, schedule and cost estimates. Participate in status meetings and help prepare status reports - highlighting issues and constraints that would impact timely delivery of work program items. Review IFC's policies, procedures and practices to determine specifications and requirements for any customization. Analyze and document dependencies, risks, if any.

Accountabilities:

Independent contributor IT professional, with expertise in a variety of tools, providing value to the business through effective process analysis and requirements development and documentation. Lead analysis and assessment of business operations and processes to understand strengths and weaknesses, and support the identification of opportunities for automation and or to introduce process efficiencies. Act as a liaison between the business units, project manager, technology teams, vendors and support teams. Work with users to understand and document business needs, often eliciting hidden requirements and or clarifying vague or unclear requirements, lead the collection, analysis, documentation and coordination of those requirements. Provide business insights and clarification of requirements to support the delivery of effective technical solutions. Evaluate applications and IT environments and analyze gaps between current and desired states. Maintain a comprehensive chronological trail of requirements and agreements and actively contribute to the project change control process. Document and manage issues and actions.

Develop and document business requirements, functional requirements, use cases and business process diagrams. Formulate and define system scope and objectives based on user needs and through an understanding of business processes. Participate in business risk assessment, ROI and other financial analyses. Validate and obtain sign-off for functional requirements specifications. Support the development and delivery of user training. Ensure system and business requirements are met by monitoring business value achieved, escalate any variances that may impact ROI to the project team and

ensure they are addressed. Conduct and or participate in functional testing, ensure all functional requirements are covered by test cases Provide overall support to ensure the successful design, testing, and implementation of applications that support the business unit. Support post-implementation and transition to a business technical sustained state (e.g., warranty period support). Provide technical guidance and mentorship to team members. Contribute subject matter expertise and serve as a technical resource for other professionals in their field. Provide support to staff and contractors in their area of expertise.

Selection Criteria:

- Bachelor's Degree in Computer Science or Finance required. MBA, MS Finance or Masters in IT preferred. Minimum of 5 years in conducting structured interviewing and in eliciting key information to capture business requirements for IT systems and at least 2 years of relevant experience in providing IT-enabled solutions for back-office accounting solutions. A strong understanding of banking and finance systems.
- In-depth experience in conducting business process analysis, mapping complex enterprise processes, activities, workflows and identifying gaps between current and· future states.
- Ability to synthesize and document large volume of data.
- Professional Certifications such CBAP, CCBA & PMI-PBA would be an added advantage. Experience in gathering and documenting business requirements and developing use cases, functional and non-functional specifications, traceability matrix, defining test cases, etc.
- Exposure to some of the leading industry applications such as SAP, ACBS, Oracle Financials, Investran etc. is highly desirable
- High degree of knowledge and experience in working with process quality improvement methodologies.
- Experience in working with data and exposure to one or 'more business process modeling tools such as MS Visio, ARIS, Bwise, etc.
- Understanding of Software Development Life Cycle (SDLC) process, experience in Waterfall and Agile methodology of implementation is a plus.
- Ability to structure and prioritize requirements to allow iterative implementation.
- Highest ethical standards, personal integrity, effectiveness and demonstrated commitment to teamwork.
- Excellent organizational and time management skills and a keen sense of priorities.
- Excellent teamwork and interpersonal skills in operating collaboratively across organizational boundaries.
- Coordinate and develop partnerships with colleagues and clients.
- Excellent verbal and written communication skills and fluency in English.
- Ability to communicate well with all levels, technical as well as non-technical stakeholders.
- Experience in collaborating with a team consisting of contractors from multiple vendor partners.

Required Competencies:

Client Understanding and Advising
Look at issues from the client's perspective and take action beyond normal expectations to ensure client satisfaction. Analyze situations and determine alternative or creative scenarios and approaches to add value to the business in new and different ways. Work within the team and with other specialty areas to

define client needs and develop the best approach to meet client needs. Help clients understand complicated issues by describing the issue and solutions in a concise way that clients can easily understand. Sees how ideas and best practices from other specialties can be adapted or applied to address client issues.

Learning Orientation
Stay abreast of new trends and developments in own specialty area as well as what is occurring in the broader industry. Obtain trainings as needed to remain current on technical expertise. Self-expose to increasingly more challenging projects and opportunities to learn. Track developments in the field through readily available sources and by maintaining active involvement with relevant industry, user and vendor associations.

Broad Business Thinking
Maintain an in-depth understanding of the long-term implications of decisions both for department and the client's business. Ensure that decisions are supported by relevant. stakeholders as well as sound performance data. Effectively communicate recommended changes to clients and how they will affect their business usin0 the client's own terminolo0y with limited jargon while attempting to minimize day-to-day disruption of operations.

Analytical Thinking
Gather and link data. Review for non-conformity and gather further information in response to problems. collate and report information. identity direct cause-and-effect relationships. Identify trends and exceptions. Investigate to define problems more accurately. Sort information in the order of importance. Identify relationships and linkages between components. Identify variable potential causes and effects. Solicit guidance to define criteria and assign values of importance and urgency. Escalate issues of both a routine and exceptional nature.

Business Function Knowledge
Assess the needs of primary business functions and the impact on business functional requirements prior to taking action. Suggest technical solutions for business functions, and implement action plans to improve ongoing business performance in ways that minimize day-to-day disruption of operations.

Business Process Knowledge
Define routine, integrated processes. Document processes using basic formal process charting techniques. Seek guidance on aspects of process that are out of immediate scope. Apply process definitions and flows to work performed. Draft procedures that comply with the process. Identify process bottleneck and contributes suggestions for process improvement. Hands-on approach to understanding of the business processes and business applications.

Business Requirements Analysis
Gather information to expand working knowledge of the business or product supported to include key processes and operational aspects that impact successful execution of business functions. For each key business process, identify the various technical components that comprise technology support and their associated impact and benefits, i.e. hardware, software and network components. Develop working knowledge of current technical design for own area of work or responsibility.

Strategic Relationship

Interact with clients in order to identify opportunities that meet organizational and technological needs, as well as meet internal criteria for best practice that meet the client's specific operational requirements as they relate to its organizational strategy. Provide recommendations that align short-term needs with strategic performance drivers.

Lead and Innovate
Apply critical thinking to current approaches, identify areas for improvement, and try new solutions that drive results. Consider own behavior in context of WBG's values and mission and recognize impact one has on others. Operate in ambiguity and changing needs and support others to do the same.

Deliver Results for Clients
Set challenging goals that align with the WBG mission and is always looking to improve. Understand clients' most pressing challenges and contribute to solutions. Take personal responsibility for producing high quality work, identifying and informing of risks, and delivering results for clients.

Collaborate Within Teams and Across Boundaries
Keep others fully informed to ensure integration and work consistency and displays a sense of mutuality and respect. Approach conflicts as common problems to be solved. Seek and listen to input from others to inform own decision making and openly share information. Frame thinking actions with a WBG corporate perspective in mind.

Create, Apply and Share Knowledge
Contribute to the departments and WBG's body of knowledge by applying lessons learned and expertise. Actively invest in own knowledge and seeks feedback. Build personal and professional networks within and beyond the work group.

Make Smart Decisions
Seek and analyze facts, data and lessons of past experience to support sound, logical decisions regarding own and others' work. Apply cost benefit analysis to meet work program objectives. Contribute to decision making by providing relevant risk-analysis. Show initiative when necessary, and make decisions in a timely manner within own area of responsibility.

IFC values diversity and encourages all qualified candidates who are nationals of IFC member countries to apply, regardless of gender, gender identity, religion, race, ethnicity, sexual orientation, or disability. Female candidates are strongly encouraged to apply.