

Business Analyst (Operations)

About MidAmerica

MidAmerica is one of the nation's leading providers and administrators of retirement and other tax-advantaged benefit plans for government and education employers throughout the US. The company provides innovative employee benefit programs for over a million educators and other public-sector employees and 2,200 plan sponsors across the country, and has assets under management exceeding \$1 billion. Originally formed in 1995, MidAmerica's core business includes Health Reimbursement Arrangements (HRA), Flexible Spending Accounts (FSA), Social Security Alternative and Special Pay programs (tax-advantaged vacation and sick pay plans for governmental employers), Trusts (for public employer-sponsored healthcare plans that keep healthcare liability off the books), and ACA Compliance Reviews. The company sells and distributes its products and services through a distribution network of insurance brokers that primarily sell into the public sector.

Position Overview

Objective of the Business Analyst (BA) is to provide business validation and verification of technical solutions through automation and expert knowledge of platform and business operations. Responsible for supporting various types of research and analysis to support the business operations or individual functional objectives. Assists management to resolve platform and business issues in an effective and productive manner. Assists with design, documentation and re-engineering of business processes and publishes business metrics results. Collaborative role, working with IT and Operations to ensure sound approach to problem solving especially as it relates to core platform processing. Conducts training as needed to support business, operational, or functional objectives.

Ideal Candidate

The ideal candidate should possess the following:

- Strong sense of collaboration and teamwork
- Ability to be agile and resilient under pressure
- Ability to anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations.
- Excellent judgement and problem resolution skills
- Excellent verbal and written communication skills
- Ability to be highly organized and able to prioritize tasks
- A service mindset and keen attention to detail
- Proficiency with Microsoft Office (Advanced Excel skills)
- Intermediate to advanced database knowledge

Primary Job Accountabilities

Technical Expertise (15%):

- Demonstrate technical knowledge of primary systems/platforms
- Knowledge of the Software development Life Cycle
- Test functionality delivered across applications, clientele and workflows
- Commitment to following established testing practices such as UI testing and "intangible" testing (i.e. performance SLAs)
- Ability to perform root cause analysis and draw conclusions from test results
- Relay findings to appropriate teams for resolution
- Aggregate and analyze data for reporting purposes

Process Engineering (15%):

- Develop test data to be used in performing required tests
- Good understanding of the Software development Life Cycle
- Document test results in the proper logs and/or tracking systems
- Comply with corporate and departmental policies

Testing, Debugging, Documentation (50%):

- Document and maintain records of testing defects discovered during the test cycle
- Identify flaws, errors and issues with application functionality, flow and/or program changes
- Research, document, report, and communicate any defects with functionality, flow and/or program changes
- Timely retesting and documentation of the corrections made for defects

Project Management (10%):

- Ensure that assigned task is on schedule or revises schedules as required with the appropriate consultation, approvals and communication
- Handle multiple tasks in a small project, concurrently
- Prepare agendas, related documentation, and facilitate meetings
- Manage projects using TeamWorks project management software (as needed)

Professional Development (10%):

- Show adaptability to changes in priorities when operational demands require it
- Work with guidance and direction from Lead or Supervisor
- Apply new knowledge rapidly
- Continuously seek opportunities for professional development
- Demonstrate quality, attentiveness and attention to detail in all work activities

Performance Measures

Performance will be measured by several quantitative and qualitative criteria. The primary outcomes and measurement of success for this position include but are not limited to the following:

- Deliver a professional personal brand for communications with internal staff as well as external partners
- Sufficient demonstration and utilization of technical and professional skills to enable faster and more effective project completion
- Accurate and timely completion of reporting, reconciliation, and other project tasks as assigned
- Use technical tools to drive efficiency, accuracy, responsiveness, and client satisfaction
- Timely response to internal and external service requests and processing of requests in work queues

Additionally, the candidate will support the company's vision, mission, and values and help drive a PeopleFirst culture, doing what's best for the business, its employees, and its investors, while protecting the company's reputation and being open, honest, and fair in all dealings and scenarios.

Responsibilities:

- Performs analyses of the business goals, objectives, and needs of the general business environment.
- Performs research and analysis to support business operations and presents findings to manager or project leader.
- Plans and designs business processes and make recommendations and changes in order to improve and support business systems and activities and/or to deliver greater effectiveness and efficiency.
- Utilizes systems and data to resolve business issues in the most effective and productive manner.
- Identifies best practices and suggests how to improve current practices.
- Calculates/estimates costs and benefits of alternative actions or solutions to establish their viability/ROI.
- Develops recommendations to solve problems and issues related to business operations.
- Performs special projects and facilitates training/documentation upon request.
- Performs other related duties as required.

Skills and Qualifications

Specific Qualifications and career profiles that are essential to the position are as follows:

1. Bachelor's Degree (preferred)
2. Intermediate to advanced Excel skills; database knowledge
3. Relentless drive to move things forward and commitment to producing amazing, thoughtful client outcomes
4. Deliver exceptional support for clients and partners which results in fanatical support of MidAmerica
5. Maintain a professional, patient, and pleasant demeanor
6. Proficient in Microsoft Office Suites, specifically Outlook, Word, and Excel and other bespoke programs necessary for data collection and collaboration.
7. Regular attendance is required, and Travel may be required for client meetings (not to exceed 20%)
8. Ability to work both independently as well as collaboratively to make decisions in a timely manner.
9. Communicate product knowledge accurately/effectively with distribution partners, clients, participants & team members
10. Demonstrate efficiency and flexibility in performing detailed transactional tasks in a fast-paced work environment with frequent interruptions and changing priorities.
11. Strong oral and written communication skills; ability to synthesize and effectively communicate key messages

Specific Competencies and Attributes Important to Position

1. Exceptional verbal and written communication skills.
2. Must routinely meet daily, weekly, and monthly deadlines
3. Ability to interpret legal documents and set/measure KPI's.
4. Superior organizational skills, the ability to multi-task, prioritize and work in a team environment.
5. Excellent problem solving and customer service skills.
6. Strong ability to identify and understand trends; use applicable data to take proactive action.
7. Ability to interact effectively with employees at all levels.
8. Ability to structure and solve complex problems using a fact driven analytical approach
9. Competent in reading, analyzing and interpreting statistical data and report on data as needed.
10. Ability to help improve department productivity through participation in team meetings, ongoing training and self-development.
11. Ability to juggle many different clients at once must be able to manage and prioritize their needs.



Location

The position is based at the company's operations office in Lakeland, Florida.

About Our Work Environment

Our culture and environment encourage people who want to make significant contributions, work on challenging assignments, and prefer an open-minded approach to work. As a mid-stage company, we seek people who are not afraid to take on varied assignments and to help out wherever needed. Someone looking for a structured corporate environment with weeks of training before starting the job would not be an ideal candidate. We have an exciting, open work environment that encourages team members to share ideas, try new things, and learn from past experiences. We look for team members who can collaborate with others, challenge the status quo, understand the bigger picture, and make good decisions. We strive to help our employees achieve personal goals while contributing to the overall team effort. Reasonable accommodations will be made for applicants with qualified disabilities. All applicants must successfully pass a criminal background check and pass a drug test prior to commencing employment.

Compensation

Compensation is fair and competitive, and the company offers an attractive benefits package.

Contact

Interested? Contact MidAmerica by emailing Careers@myMidAmerica.com to apply.