

Victrix Systems and Labs - Business & Process Analyst - BSS/OSS Systems & Solutions

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Company: Victrix Systems & Labs

Location: Anywhere in India/Multiple Locations

Category: computer-and-mathematical

Position Name : Business & Process Analyst
Experience : 4-8 years
Location : We are seeking a skilled Business & Process Analyst with a strong background in both business analysis and technical expertise, particularly in BSS/OSS systems and solutions. The ideal candidate will have demonstrable experience in analyzing business processes, identifying areas for improvement, and implementing solutions to enhance efficiency and effectiveness. Technical certifications and a deep understanding of Service Activation, Network Discovery & Reconciliation, Inventory, and Service Assurance systems are essential for success in this role.

1. Business Analysis :

- Conduct thorough analysis of current business processes related to BSS/OSS systems.
- Collaborate with stakeholders to gather requirements and understand business needs.
- Identify areas for process improvement and develop strategies to optimize workflows.
- Document business requirements, functional specifications, and process flows.

2. Process Management :

- Design and implement process improvements to enhance efficiency, accuracy, and scalability.
- Develop and maintain process documentation, including standard operating procedures (SOPs) and workflow diagrams.
- Monitor key performance indicators (KPIs) to measure process effectiveness and identify areas for further optimization.

3. Technical Expertise :

- Utilize technical knowledge and certifications to understand and effectively work with BSS/OSS systems and solutions.
- Provide technical insights and recommendations to support business process improvements.
- Collaborate with IT teams to implement technical solutions and integrations.

4. BSS/OSS Systems and Solutions :

- Possess a strong understanding of

BSS/OSS systems, including Service Activation, Network Discovery & Reconciliation, Inventory, and Service Assurance. - Evaluate existing systems and propose enhancements or replacements as needed to meet business objectives. - Stay updated on industry trends and advancements in BSS/OSS technology.

5. Communication and Collaboration : - Work closely with cross-functional teams, including business stakeholders, IT professionals, and vendors, to drive project success. - Communicate effectively with technical and non-technical stakeholders, translating business requirements into actionable plans. - Facilitate meetings, workshops, and training sessions as necessary.

Qualifications : - Bachelor's degree in Business Administration, Computer Science, Information Systems, or a related field. - Technical certifications in relevant areas (e.g., ITIL, Cisco, CompTIA) preferred. - Proven experience in business analysis and process management, preferably in the telecommunications or IT industry. - Strong understanding of BSS/OSS systems and solutions, with a focus on Service Activation, Network Discovery & Reconciliation, Inventory, and Service Assurance. - Proficiency in documenting business requirements, process flows, and technical specifications. - Excellent analytical skills with the ability to solve complex problems and make data-driven decisions. - Strong communication and interpersonal skills, with the ability to collaborate effectively with diverse teams. - Proven track record of delivering successful projects on time and within budget. (ref:hirist.tech)

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