

Business Analyst - Systems

Wilco Group LLC is consulting firm and Woman Owned Small Business (WOSB) founded in 2010. We are headquartered in the Washington, DC area and work predominantly on large Federal Information Technology (IT) projects and Agile modernization efforts (with large National companies as our delivery partners).

If you want to join a company that values people who are fearless about making technology work and are open to remote work, occasionally traveling to the customer location, we want you to work for Wilco Group!

Work Location: Remote/Telework; US Citizenship Required

You're a great fit if:

- You have experience with business requirements, user stories, and acceptance criteria.
- You are proficient at gathering requirements using Agile techniques and conducting stakeholder interviews/sessions.
- You have the ability to break down and simplify complex problems and systems into smaller and more consumable components.
- You have experience with at least one application lifecycle management solution. Working knowledge of JIRA and Confluence is preferred.
- You are familiar with agile software development methodologies, specifically Scrum and SAFe Scaled Agile and have participated in Agile ceremonies (daily standups, demos, retrospectives, etc.)
- You enjoy being a team player and can collaborate with cross-functional teams.

You'll love this position if: (This is the stuff you MUST have to be a fit)

- You have a minimum of 1-3 years of experience working on IT projects, preferably as a Business Analyst.
- A bachelor's degree in a related field (business administration, computer science, etc.).
- You possess the ability to work independently with minimal oversight.
- You have strong interpersonal skills and are able to resolve conflict with productive outcomes.
- You have excellent written and verbal communication skills.

We'll REALLY love you if: (This is the bonus stuff that makes you stand out)

- You have hands-on experience with Agile processes, Agile collaboration tools (Jira, Confluence, etc.), and DevOps culture/tools.
- You have hands-on experience with Agile requirements gathering: writing user stories and acceptance criteria, creating user personas, participating in backlog grooming, using prioritization techniques (e.g., Kano modeling), and creating wireframes.
- You have experience supporting communication planning, system documentation, stakeholder engagement, user experience initiatives, end user testing, and user training.
- You have hands-on experience with journey mapping, business process modeling and tools like Visio.
- You are passionate and have a drive for learning new technologies and practices. You are a life-long learner with a demonstrated commitment to continuous improvement.
- You have experience with insurance industry, preferably Property & Casualty (P&C) - underwriting, claims/indemnities, damage assessments, etc.

- You are a Certified Scrum Master (CSM) or SAFe Agilist (SA) certification.

What your day will look like:

- You'll use collaboration tools (like Jira, Confluence, and Slack) and other communication mechanisms established by the customer and Project Manager.
- You'll participate in various Agile ceremonies including daily standups (scrums), product demos, planning and retrospectives.
- You'll translate the customer's needs and objectives into clear and concise user stories and acceptance criteria to be consumed by Agile teams.
- You'll work with Agile teams and Product Owners to groom and refine the product backlog – refining user stories and acceptance criteria to achieve the team's definition of done. You'll decompose or combine user stories to support effective execution during Sprint development.
- You'll help analyze business processes for bottlenecks and delays and determine ways to improve efficiency and effectiveness for both current and future business needs.
- You'll help track Agile metrics for Agile teams – like velocity, Work in Progress (WIP), burndowns, defect rates, technical debt rates, etc.
- You'll adhere to and evangelize standard processes, tools, and guidelines established by the customer and Project Manager.
- You'll use knowledge of business operations, processes, and user needs to produce clear documentation and/or deliverables – including SDLC requirements documentation, business/data flow diagrams, high-level test cases, wireframes/mockups, and user stories.
- You'll conduct presentations and communicate product features to both technical and non-technical communities.

The Admin Stuff:

You must be a **US Citizen** and be able to obtain a Public Trust Clearance from the U.S. government. Public trust security clearance investigations are managed by the U.S. Office of Personnel Management (OPM).

The Whole Package:

- Premium health benefits (including medical, dental, and vision coverage);
- Competitive 401k plan with matching;
- Ability to telework using government-issued equipment (with home office stipend);
- Professional growth and development opportunities (with training stipend);
- Paid sick leave, vacation, and Federal holidays;
- Competitive market salary

If you are interested in this position, please apply directly via the job posting site or reach out to Wilco Group LLC at jobs@wilcogroupllc.com.