



# Job Description

**Job Title:** Business Analyst

**Job Code / ID:** 02-BA-PMO

**Department:** Project Management Office

**Employment Type:**

**Reports To:** Manager Project Management Office

**FLSA Status:** Exempt

## Mission

The American Registry of Radiologic Technologists promotes high standards of patient care by recognizing qualified individuals in medical imaging, interventional procedures, and radiation therapy.

## Vision

ARRT will be the premier organization for credentialing healthcare technology professionals in medical imaging, interventional procedures, and radiation therapy.

## Values

ARRT is a principled and mission-driven organization that values and demonstrates quality, integrity, objectivity, and evidence-based decision making.

## Position Summary

The Business Analyst is responsible for working with departments to design and implement project management methodologies, map current processes and document policies and procedures, assist departments with process improvements, and participate in testing processes. The actual tasks will vary by project, but will include as appropriate; performing the actual work, establishing guidelines, coordinating projects, mentoring other staff, and reporting status to management..

## Core Competencies

### Title and Description

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#### Customer Focus

Personally demonstrates that external (or internal) customers are a high priority. Recognizes that ARRT serves various types of customers and that their expectations may not align with those of the organization. Identifies customer needs and expectations and responds to them in a timely and effective manner, within parameters set by the organization. Anticipates and prevents delays or other things that can unnecessarily affect the customer adversely. Keeps customers informed about the status of pending actions and inquires about customer satisfaction with products or services.

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#### Communication

Communicates effectively and appropriately. Uses good judgment as to what to communicate to whom as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listens to others and allows them to make their point. Is receptive to feedback.

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#### Teamwork

Is an effective team player who adds complementary skills and contributes valuable ideas, opinions and feedback. Communicates in an open and candid manner and can be counted upon to fulfill any commitments made to others on the team.

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#### Work Ethic

Is keenly aware of the time frame in which tasks or projects need to be done. Accepts and mirrors the level of urgency conveyed by manager or customer being served. Puts first priority on the needs of the organization or the needs of its customers.

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## Duties and Responsibilities

### Title and Description

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#### Project Management Office

1. Map and evaluate enterprise processes and recommend options for improvement.
2. Perform or oversee the performance of project plans, project teams, and stakeholder expectations including:
  - Obtain user stories, develop acceptance criteria, and manage project backlog
  - Elicit and manage project requirements; changes; impacts; risks; and issues.
  - Lead and participate in the definition and evaluation of projects from goals/objectives to requirements and needs.
  - Document and ensure thorough analysis of risks, assumptions, issues, alternatives, decisions, and resolutions to ensure project success.
  - Determine impact of project requirements on business and technology processes, registered technologists, software applications, forms, communications, marketing materials, web content, etc.
  - Produce clear, concise, complete and timely project documentation.
  - Provide guidance for project teams and project plan development (tasks, estimates, resource needs, interdependencies, risk assessment, cost/benefit analysis, etc).
  - Assist in developing and maintaining test cases and test plans.
  - Leads user acceptance testing
3. Coordinate projects, status, assigned resources, issues, and budget implications.
4. Other job duties as assigned

## Additional Duties and Responsibilities Information

## Minimum Requirements

### EDUCATION

Degree/Diploma Obtained	Program of Study	Required/Preferred
Bachelors	Other	Required

### Additional Educational Requirements

### EXPERIENCE

Years of Experience	Type of Experience	Required/Preferred
3+ years	Business Analyst	Required
3+years	Website Development Projects	Required
3+years	Agile Product Development	Required

### SKILLS AND ABILITIES

#### Title and Definition

**Attention to Detail**  
High level of attention to detail

**Business Process**  
Must be able, and willing, to learn our business process in detail

**Computer skills-Advanced**  
Utilizes Microsoft Office Suite and related software applications at an advanced level.

**Ethics and Confidentiality**  
Extremely high level of ethics and confidentiality

**Industry trending/Forward-thinking**  
Is open-minded, keeps abreast of industry innovations, proactively considers and recommends appropriate actions.

**Innovation**  
Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate. Suggests new ways to improve the quality of products or services.

**Job-Focused Learning**  
Demonstrates desire to acquire necessary technical knowledge, skills, and judgment to accomplish a result or to serve a customer's needs effectively. Has desire and drive to acquire knowledge and skills necessary to perform the job more effectively.

**Organizational Understanding**  
Understands the agenda and perspectives of others, recognizing and effectively balancing the interests and needs of one's own group with those of the broader organization. Works to build a sense of common purpose across all work groups, avoiding a "we versus them" attitude.

**Project Meeting Facilitation and Presentation**  
Has participated in or led enterprise projects from estimates through deployment

**Problem Solving/Analytical Thinking**  
Builds a logical approach to address problems or opportunities or manage the situation at hand by drawing on own knowledge and experience base and calling on other references and resources as necessary. Undertakes a complex task by breaking it down into manageable parts in a systematic, detailed way. Anticipates the consequences of situations. Thinks of several possible explanations or alternatives for situations.

**OTHER SKILLS AND ABILITIES**

Demonstrated knowledge of formal project management, business analysis, and quality assurance including related software and tools.

**CERTIFICATIONS & LICENSURES**

Title	Required/Preferred
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**Additional Certification/Licensure Requirements Information**

**Physical Demands**

**Title and Description**

**Close Visual Acuity**

The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication of parts at distances close to the eyes.

**Fingering**

Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.

**Hearing**

Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound.

**Reaching**

Extending hand(s) and arm(s) in any direction.

**Repetitive Motions**

Substantial movements (motions) of the wrists, hands, and/or fingers.

**Sedentary Work**

Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Talking**

Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

**Physical Demands - Other Activities**

Activity	Seldom	Frequently	Always
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**Employee Statement of Understanding**

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with patients, customers, and fellow employees.

**Employee Signature**

Signature  
Date Signed