

Business Systems & Process Analyst

(Exempt)

DEPARTMENT	Information Technology	REPORTS TO	Director, Information Technology
STATUS	Exempt	REVISED	08-10-2026

OVERVIEW

The Business Systems & Process Analyst works with Firm leadership, legal staff, administrative departments, and IT teams to identify information, workflow, reporting, and system needs. This role reviews, analyzes, and evaluates business systems and user needs; documents requirements; defines scope and objectives; recommends process and system improvements; and supports technology adoption aligned with Firm goals.

The position combines business systems analysis and business process analysis responsibilities, including requirements gathering, process mapping, workflow documentation, KPI/reporting support, stakeholder communication, process improvement, testing support, training support, and ongoing evaluation of implemented changes. The role is expected to protect confidential information, promote consistent procedures, and help ensure business outcomes are reflected through reliable systems, data, and reporting.

ESSENTIAL FUNCTIONS

- Reviews, analyzes, and evaluates business systems, business processes, workflows, procedures, and user needs to identify opportunities for improvement.
- Works with Firm business components, legal staff, administrative teams, IT development, and technology vendors to gather, analyze, document, and validate business and system requirements.
- Documents requirements, defines scope and objectives, and recommends system designs, controls, protocols, process changes, and reporting approaches that support Firm strategies and business outcomes.
- Determines operational objectives by studying business functions; gathering information; evaluating output requirements, data needs, and report formats; and constructing workflow charts, process maps, and diagrams.
- Studies system capabilities and current practices, identifies gaps or inefficiencies, and recommends system, process, procedure, and control improvements.
- Collaborates with stakeholders to design, execute, and monitor process improvement initiatives aligned with Firm goals.
- Supports implementation of optimized processes and relevant technologies to improve efficiency, productivity, data quality, customer service, and user adoption.
- Monitors and evaluates the effectiveness of implemented process and system changes by measuring key performance indicators, gathering feedback, and recommending adjustments for continuous improvement.
- Prepares technical reports, business process documentation, requirements documentation, standard operating procedures, workflow diagrams, training materials, and related guidance.
- Maintains user confidence and protects operations by keeping Firm, client, personnel, and system information confidential.
- Stays current on business analysis practices, process improvement methodologies, emerging technologies, and relevant tools that may support Firm operations.

PRIMARY TASKS AND RESPONSIBILITIES

- Conduct data analysis, stakeholder interviews, workflow reviews, and process mapping to identify obstacles, inefficiencies, duplicate work, information gaps, reporting needs, and opportunities for improvement.
- Translate business needs into clear requirements, user stories, acceptance criteria, process flows, system specifications, report definitions, and implementation documentation.
- Collaborate with cross-functional teams to implement process and system changes while supporting smooth transitions and minimal disruption to operations.
- Coordinate with IT development and application teams to support solution design, testing, issue validation, release readiness, user acceptance testing, and post-implementation review.
- Create and maintain process documentation, standard operating procedures, workflow diagrams, training content, user guidance, and business rules in collaboration with Firm trainer(s) and subject matter experts.
- Provide training and support to users on new processes, system changes, best practices, reporting tools, and documented procedures as needed.
- Track process audits, evaluate the effectiveness of implemented changes, collect stakeholder feedback, and recommend refinements.
- Support reporting and metrics initiatives by helping define meaningful business outcomes, data sources, reporting requirements, and dashboard needs.
- Contribute to team goals by completing related analysis, documentation, testing, communication, and coordination responsibilities as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong understanding of business analysis, business systems analysis, process improvement, requirements documentation, and workflow design practices.
- Ability to review, analyze, and evaluate business systems, user needs, operational workflows, and reporting requirements.
- Ability to construct workflow charts, process maps, diagrams, business rules, system documentation, and standard operating procedures.
- Strong analytical skills with the ability to collect, study, interpret, summarize, and present complex data and process information.
- Excellent written and verbal communication skills, including the ability to communicate process changes, system requirements, recommendations, and technical concepts to stakeholders at all levels.
- Proven ability to work with business leaders, legal staff, administrative departments, IT development, vendors, and cross-functional teams.
- Sound judgment, attention to detail, discretion, and ability to maintain confidentiality.
- Ability to manage and perform multiple complex tasks as part of daily work assignments while balancing priorities, timelines, quality, and stakeholder expectations.
- Familiarity with process mapping and modeling techniques, data analytics, visualization tools, and business reporting concepts.
- Proficiency with Microsoft Office applications, including Excel, PowerPoint, Word, and Visio. Experience with Microsoft 365, Power BI, SharePoint, Dynamics 365, case management systems, or related business technology is preferred.

EDUCATION, CERTIFICATIONS, AND EXPERIENCE

- Bachelor's degree in business administration, management, information systems, computer science, legal operations, or a related field preferred, or an equivalent combination of relevant education and experience.
- At least 5+ years of direct experience in business analysis, business systems analysis, process analysis, requirements gathering, reporting, or process improvement. Law firm or professional services experience is preferred.
- Experience supporting technology implementations, system enhancements, process documentation, user adoption, testing, or reporting initiatives is preferred.
- Relevant certifications such as CBAP, CCBA, PMI-PBA, Six Sigma, Lean, Microsoft Power Platform, Power BI, or related business analysis/process improvement certifications are a plus.

WORKING HOURS

Work may require more than 40 hours per week to perform the duties of the position. Work may require travel.

WORKING CONDITIONS

Overtime is possible and may be expected to perform the essential functions of the position.

Work is performed in a normal heated or air-conditioned office environment.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of essential functions, responsibilities or requirements. This job description must not be misconstrued as a promise of employment, nor deemed as an employment contract. EOE. No applicant will be limited or excluded from consideration for employment on any basis prohibited by local, state or federal law . We participate in e-verify.

Revised 08-10-2026