

**Title: Workforce Management Business Analyst**

**Department: Quality Assurance Department**

### **Position Description**

The Senior Quality Assurance Workforce Management Business Analyst position is responsible for the creation of functional specifications. This person will serve as a liaison between the customers (customers, product managers, sales team) and the development staff (developers, quality assurance and technical writing team). This person will also be primarily responsible for assisting with planning testing that will focus on customer scenarios and situations.

### **Core Competencies**

- Deep knowledge of Workforce Management (WFM) practices.
- Knowledge of Quality Management (QM) practices.
- Develop functional specifications to be used for product development (development, quality assurance, technical writing).
- Work with product management to clearly define product requirements for use in developing functional specifications.
- Develop strong use cases to be used for development and testing of products.
- Review development designs to ensure they match the functional specification requirements.
- Work with quality assurance testers to create test scenarios that reflect customer usage of products.
- Work closely with the quality assurance team to create a requirements decomposition based on the functional specification.
- Train other employees on common usages of WFM products in call centers.
- Train other employees on common usages of QM products in call centers
- Analyze results of test cases and development processes to ensure solution matches Calabrio business needs.

### **Qualifications**

- Excellent communication, analytical and organizational skills
- Effective writing skills
- Utilization of WFM applications directly in call centers.
- Strong customer and business perspective of use of WFM in call centers.
- Understanding of ROI for using products from a customer or business perspective.
- Ability to overcome business challenges and recognize opportunities for improvement and growth in products.
- Have a strong use case knowledge and understanding to apply to and create business cases scenarios to use for development and testing procedures.

### **Education & Experience**

- Bachelor's degree in computer science and/or business.
- Over 5 years experience in a call center environment.
- Experience with WFM products within a call center.
- 5 – 7 years of system analyst experience in a technology company.

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