

# IT Project Analyst

## Position Summary

The IT Project Analyst supports the IT Department by managing the end-to-end System Improvement Request (SIR) intake process and contributing to the delivery of technology initiatives using Agile methodologies. This role acts as a bridge between business stakeholders and IT, combining project coordination, business analysis, and data insights to align IT priorities with organizational goals. The IT Project Analyst leverages enterprise work management and analytics tools to drive transparency, efficiency, and continuous improvement across IT processes.

This position currently follows a hybrid work schedule, with three in-office days. Tuesday and Thursday are Company anchor days, and the third day will be worked out with your manager.

## Principal Accountabilities

- **Planning and Delivery**

- **SIR Intake Governance & Execution**

- Own and continuously improve the SIR intake lifecycle, ensuring standardized intake, triage, prioritization, and assignment processes
    - Establish and enforce governance standards for submission quality, categorization, and acceptance criteria
    - Configure and optimize work management systems (e.g., ticketing, backlog, and workflow tools) to support intake efficiency and traceability
    - Monitor backlog health, aging, throughput, and cycle times to ensure service level expectations are met

- **Agile Project Execution & Coordination**

- Facilitate Agile ceremonies (sprint planning, stand-ups, retrospectives, backlog refinement) to drive team / stakeholder alignment and delivery consistency
    - Develop and maintain project plans, timelines, and resource forecasts aligned to business priorities
    - Track deliverables, manage risks and dependencies, and proactively escalate impediments
    - Maintain accurate documentation and tracking within project and workflow management systems across all initiatives for auditability and knowledge sharing
    - Implement metrics-driven approaches to improve sprint velocity, predictability, and delivery outcomes

- **Business Insight and Analytics**

- **Operational Data Analysis & Reporting**

- Analyze SIR and project delivery data to identify trends, bottlenecks, and opportunities for optimization of workflows and enhance delivery practices
    - Build and maintain dashboards (Power BI, Excel, SQL, or similar tools) to provide visibility into backlog health, team performance, and SLA adherence
    - Establish and track KPIs aligned with IT and organizational objectives

- **Insight Generation & Decision Support**

- Translate complex datasets into actionable insights and strategic recommendations for IT leadership
    - Support prioritization decisions by providing data-backed impact analysis and forecasting
    - Conduct root cause analysis on recurring issues to inform process improvements

- **a. Data Governance & Quality**

- Ensure data accuracy, consistency, and integrity across work management and reporting platforms
    - Define standards for data capture, reporting structures, and metric definitions

- Promote a data-driven culture within IT through education and adoption of analytics tools
- **Communication and Relationship Building**
  - **Stakeholder Engagement & Alignment**
    - Serve as the primary liaison between IT and business units for SIR intake and project initiatives
    - Facilitate requirement gathering sessions to ensure clarity, completeness, and alignment with business needs
    - Manage stakeholder expectations through transparent communication of timelines, priorities, and constraints
  - **Reporting & Stakeholder Communication**
    - Deliver clear, concise, and audience-appropriate updates on project status, risks, and outcomes
    - Present insights and recommendations to both technical and non-technical audiences
    - Develop standardized communication templates and reporting frameworks
  - **Cross-Functional Collaboration**
    - Partner with IT Security, Development, and Infrastructure teams on cross-functional initiatives
    - Support vendor interactions, system implementations, and upgrades as needed
    - Foster a collaborative environment that promotes knowledge sharing and teamwork
  - **Process Ownership & Accountability**
    - Ensure alignment with organizational priorities and continuous optimization of project delivery processes.
    - Drive accountability for timely delivery and high-quality outcomes across initiatives
  - **Agile & Continuous Improvement Leadership**
    - Champion Agile principles and foster a culture of iterative improvement and adaptability
    - Mentor team members and stakeholders on Agile practices, tools, and analytical approaches
  - **Strategic and Change Leadership**
    - Identify and lead change management opportunities to enhance processes, tools, service delivery models and system enhancements
    - Support development and enforcement of IT policies, procedures, and best practices
- a. Encourage adoption of new technologies and ways of working across the IT organization

## Job Requirements

- a. **Experience**
  - 3–5 years of experience in IT project analysis, business analysis, or a related role
  - Hands-on experience with work management, ticketing, or Agile project management tools (e.g., Azure DevOps, Jira, or similar platforms)
  - Experience working in Agile/Scrum environments with demonstrated facilitation of Agile ceremonies
  - Experience with IT service management frameworks (e.g., ITIL) and intake/governance processes preferred
  - Industry experience in insurance or financial services is a plus
- b. **Education**
  - Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field preferred.
- c. **Skills**
  - Advanced analytical and problem-solving capabilities with proficiency in Power BI, Excel, SQL, or similar tools

- Strong understanding of Agile methodologies, project lifecycle management, and backlog prioritization techniques
- Excellent organizational, planning, and multitasking skills
- Strong communication and stakeholder management skills with the ability to influence decision-making
- Ability to translate business requirements into technical specifications and actionable plans

**d. Values**

- Commitment to continuous improvement and operational excellence
- Strong attention to detail and process-oriented mindset
- Collaborative, team-first approach with strong relationship-building skills
- Adaptability and resilience in a fast-paced, evolving environment
- Ownership, accountability, and integrity in all aspects of work

**Salary Range:** \$85,000 - \$105,000 per year. This range is a good faith estimate which reflects the annual salary we reasonably expect to pay for this specific full-time position at the time of posting. The actual salary offered will be based on several factors including the candidate's experience and qualifications.