

Senior Business Analyst

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.

POSITION SUMMARY

The Senior Business Analyst acts as a strategic liaison between IT and business stakeholders for Quincy Mutual Personal Lines. The role leads complex product, regulatory, system, data, process improvement, and AI-enabled transformation initiatives from discovery through implementation, adoption, and value realization. The Senior Business Analyst is expected to serve as a trusted advisor to business and IT leadership, shape priorities, resolve tradeoffs, translate business objectives into actionable requirements and specifications, and ensure delivered solutions produce measurable business value.

PRINCIPAL ACCOUNTABILITIES

Strategic Business Partnership & Leadership

- Serve as a trusted advisor to business stakeholders, IT, vendors, and leadership by understanding business objectives, identifying risks and tradeoffs, and recommending practical solutions that align with regional carrier strategy.
- Lead discovery, prioritization, and planning discussions for complex product, regulatory, operational, data, and system initiatives.
- Influence cross-functional decisions without direct authority by facilitating senior-level discussions, resolving competing priorities, and building consensus on scope, value, timing, and risk.
- Partner with leadership to define measurable success criteria, expected business outcomes, adoption needs, and post-implementation value measures for assigned initiatives.
- Mentor business analysts, production analysts, and business subject matter experts in best practices for the position, requirements quality, testing discipline, process improvement, data literacy, business value measurement, and responsible AI practices.
- Foster knowledge sharing and support the professional growth of team members through coaching, feedback, and collaborative problem solving.

Solution Delivery & Project Execution

- Lead complex initiatives from discovery through implementation, including definition of project scope, milestones, deliverables, dependencies, assumptions, risks, and success measures.
- Translate business needs into clear requirements, user stories, acceptance criteria, process flows, IT specifications, System Investigation Reports (SIRs), and implementation-ready documentation.
- Coordinate activities among business stakeholders, IT, vendors, Product Development, Underwriting, Operations, Claims, Marketing, and other cross-functional partners.
- Manage multiple simultaneous initiatives while maintaining priorities, timely follow-up, decision clarity, quality deliverables, and accountability for outcomes.

- Identify scope changes, resource constraints, implementation risks, and readiness gaps early and recommend appropriate actions.

Business Insights and Analytics

- Analyze current-state and future-state workflows using techniques such as Lean, Six Sigma, value stream mapping, root cause analysis, gap analysis, and business process modeling.
- Develop and review detailed specifications and change requests through system analysis, business rule review, data validation, and testing strategy.
- Use advanced Excel, SQL, Access, Power BI, WINs Query, Sequel Viewpoint, or similar tools to analyze data, validate system behavior, monitor production, identify trends, and support data-driven recommendations.
- Evaluate system defects, production issues, data quality concerns, rating logic, workflow impacts, compliance needs, and operational risks, and coordinate resolution with the appropriate partners.
- Deliver measurable business value through process improvement, automation, analytics, and system enhancements, including reduced manual effort, improved quality, faster cycle times, improved compliance, or lower operational risk.

AI & Intelligent Automation Leadership

- Identify and evaluate opportunities where AI, intelligent automation, analytics, and productivity tools can improve business processes, decision-making, operational efficiency, customer experience, and employee productivity across Personal Lines.
- Partner with business stakeholders and IT to define business problems, document requirements, assess feasibility, and recommend AI-enabled solutions that align with business objectives and strategic priorities.
- Support AI-enabled initiatives by developing business cases, documenting functional requirements, identifying data needs, defining acceptance criteria, and assisting with pilot planning, testing, implementation, and adoption activities.
- Analyze AI-supported business processes and solution outputs to help ensure they meet business objectives while maintaining appropriate human oversight, accuracy, compliance, and operational controls.
- Collaborate with cross-functional teams to integrate AI capabilities into business workflows, ensuring solutions support established business processes, governance standards, and regulatory requirements.
- Define and monitor success measures to evaluate AI-enabled solutions, tracking improvements in productivity, quality, cycle time, operational efficiency, compliance, and overall business value.
- Continuously identify opportunities to improve business analysis, documentation, requirements management, testing, process analysis, and knowledge management through the effective use of AI and automation tools

Testing, Adoption & Change Readiness

- Lead testing strategy and coordinate system testing, User Acceptance Testing (UAT), regression testing, business validation, and implementation readiness activities for assigned initiatives.

- Develop or review test scenarios, testing matrices, acceptance criteria, and validation methods that reflect business rules, rating logic, regulatory/filing requirements, system dependencies, and user workflows.
- Determine when requirements, testing, documentation, training, communication, and business readiness activities are sufficient to support production implementation.
- Support training, user documentation, release communications, and adoption activities so delivered solutions are understood, accepted, and used effectively.
- Lead post-implementation review activities to validate outcomes, identify follow-up improvements, and capture lessons learned.

Entrepreneurial Spirit

- Contribute to the evolution of business analysis practices by improving methodologies, templates, documentation standards, testing approaches, and governance to increase consistency, quality, and delivery effectiveness.
- Proactively identify opportunities to modernize business processes through process improvement, AI, analytics, automation, and other emerging technologies, and develop practical recommendations or business cases to support implementation.

Judgement

- Demonstrate sound judgment, intellectual curiosity, adaptability, collaboration, and accountability while leading initiatives and navigating complex or ambiguous business challenges.
- Champion a culture of continuous learning, innovation, and customer-focused problem solving across business and technology teams.

JOB REQUIREMENTS

EDUCATION

- Bachelor's degree in Business, Information Technology, Computer Science, Data Analytics, Insurance, or a related field, or equivalent work experience.

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EXPERIENCE

- Seven (7) or more years of business analyst, senior business analyst, systems analyst, production analyst, product analyst, product owner, or related experience.
- Demonstrated experience leading complex, cross-functional business and technology initiatives from discovery through implementation and adoption.
- P&C insurance experience strongly preferred, including Personal Lines products and processes such as underwriting, rating, filings, claims, billing, renewals, agency operations, policy administration, forms, rules, and regulatory impacts.
- Experience developing detailed business requirements, IT specifications, SIRs, process flows, test plans, UAT plans, implementation readiness plans, and post-implementation validation methods.
- Experience with Agile, hybrid, or traditional project delivery approaches, including facilitation of prioritization, planning, issue resolution, and stakeholder decision-making.

- Experience identifying process improvement, automation, analytics, or AI-enabled opportunities and translating them into practical business cases or implementation plans.

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SKILLS

- Advanced business analysis skills, including requirements elicitation, user story development, acceptance criteria, business process analysis, gap analysis, root cause analysis, testing strategy, and business value measurement.
- Strong facilitation, communication, and relationship-building skills with the ability to influence across business, IT, vendor, and leadership stakeholders without direct authority.
- Advanced Excel skills, including data manipulation, pivot tables, lookup formulas, and ability to work with macros or VBA where applicable.
- Technical aptitude with Microsoft 365, SharePoint, Teams, SQL, Access, Power BI, WINs Query, Sequel Viewpoint, or similar query, reporting, collaboration, and delivery tools.
- AI and automation literacy, including the ability to identify appropriate business use cases, define benefits and controls, evaluate risks, support pilots, promote responsible use, and ensure appropriate human review.
- Strong judgment in ambiguous situations involving business value, product/rating impacts, compliance, data, AI, operational risk, customer/agent impact, and production readiness.
- Ability to mentor others, improve practices, and raise the quality of requirements, testing, documentation, adoption, and value realization across initiatives.

Salary Range: \$90,000 - \$110,000 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.