

JOB DESCRIPTION
(Effective Date:)

Company Name:	Shinhan Life Vietnam
Position Title:	Officer, Business Analysis
Team/ Functional	ICT Planning & Development
Reports to:	Head of ICT Planning & Development
Current Job Grade/Level	
Work Location:	Ho Chi Minh
Geographical Responsibilities:	Ho Chi Minh
Position Objective: <i>This statement should be a general summary of the responsibilities listed in the next section.</i>	
<p>Roles and Responsibilities <i>Describe specific key functions of the position or the essential areas of responsibilities, listing the most important first.</i></p> <p>Begin each statement with an action verb <i>Describe what, how, and why role/responsibility is performed.</i></p> <p><i>Indicate average</i></p>	<ul style="list-style-type: none"> - Contribute to develop new projects as digital transformation strategy of company. - Work with business users to show up and define user requirements then analyze and produce them into functional and technical requirements documents as specifications and conceptual designs to matching the business cases. - Follow up and work with end users vendors/IT in-house resource on news projects, enhancement and production issues. - Researching core systems and their database to build or handle business reports based on user requirements. - Understand the business requirements then document into respective specifications; study user's requirements, acceptance criteria, software requirement specification and design. - Assist business users in defining requirements and suggest business solutions; - Determine the potential solutions and test them for both technical and business compatibility; act as the bridge between business users and development team to gather & analyze requirements, then support development team in communicating with business users to clarify

<p><i>percentage of time each responsibility takes.</i></p>	<p>change requirements; transmit change requirements to development team members and get their feedback to business users</p> <ul style="list-style-type: none"> - Support and align efforts to meet customer and business needs - Stay current with customer needs and strategies; utilizing formal and informal written communication methods (for example, emails, newsletters, PowerPoint presentations, executive updates, task lists, updates) to communicate updates and findings; and facilitating project meetings and presentations to all types of diverse audiences (for example, senior management, Customers, technical staff) - Lead or participate in multiple projects by completing and updating project documentation; managing project scope; adjusting schedules when necessary; determining daily priorities; ensuring efficient and on-time delivery of project tasks and milestones; following proper escalation paths; and managing customer and supplier relationships - Provide leadership to team members and peers by collaborating with others; articulating ideas and viewpoints to senior management, peers and others; identifying and initiating projects; managing resources; driving the resolution of issues; and holding self and team accountable for results - Identify, create and facilitate process design changes by conducting business and systems process analysis and design at a complex level; focusing on quality improvement and data management; ensuring data is reliable and valid; developing process improvements or re-engineering and recommending elimination; integrating new systems and processes with existing ones; and partnering with internal and external customers to ensure systems provided meet the long-term business strategies. - Provide and support the implementation of business solutions by building relationships and partnerships with key stakeholders; identifying business needs; determining and carrying out necessary processes and practices; monitoring progress and results; recognizing and capitalizing on improvement opportunities; and adapting to competing demands, organizational changes and new responsibilities - Provide project level analysis – producing required project analysis documentation (business requirements, scope matrix, use cases, sequence diagrams, future state proposals, UAT plan) - Collaborate closely with developers to implement the requirements, provide necessary guidance to testers during QA process.
<p>Minimum Job Requirements:</p>	

Education

- Bachelor's degree in Information Technology or Financial
- Any additional certification or training in Business Analyst or database development is plus
- Fluent English communication skills in both written and verbal
- Preferred for Korean speakers

Experience

- Logical thinking, critical thinking, attention to details
- Ability to influence stakeholders and work closely with them to determine best solutions
- Having ability to analyze the business process and business functionality.
- Excellent documentation and presentation skills.
- Skills in programming & business are required.
- Knowledgeable about Database and System architecture.
- Knowledge of SQL and data modeling
- Experience in writing PL/SQL and Oracle database.
- Deep understanding about business processes
- Good knowledge in object-oriented system design and software development process
- Knowledgeable about the software development life cycle (Agile, Scrum)
- Good in using use-case model to describe user's requirements

