

Senior IT Business Analyst

ITS Department

Summary:

The Senior IT Business Analyst (BA) serves as the bridge between the Firm's business needs and IT's technical solutions. The Senior BA is responsible for leading analysis for prospective and planned technology solutions, translating desired business outcomes and capabilities into functional and non-functional specifications.

To achieve this, the Senior IT BA engages cross-functional technical and non-technical stakeholders throughout the lifecycle of IT solution delivery, with emphasis on upfront planning (e.g., business justification, scoping / sizing), as well as solution design (e.g., requirement definition for features and functionality).

The position requires an individual with strong technical competence across a range of technical disciplines (ranging from back-end infrastructure to end-user applications), solid analytical skills, and the innate ability to translate desired business capabilities into simplified requirements for technical teams.

[Submit Resume Here to Apply](#)

Qualifications:

- Education & Credentials
 - College degree is strongly preferred, ideally in Computer Science, Information Systems, or a related technical discipline. Master's degree is preferred.
 - Appropriate technical certification(s) are preferred.

Duties and Responsibilities:

- Leads the capture of business requirements for the Firm's technology estate, playing an active role on IT project team(s).
- Conducts research and analysis for a wide-range of business needs, including but not limited to: product evaluation, business processes / workflows, root-cause evaluation, data synthesis, process improvement, and product innovation.
- Develops comprehensive functional specifications, use cases, and user stories working in direct partnership with technical and non-technical stakeholders.
- Develops non-functional specifications as needed with the support of Infrastructure / Applications / IT Security engineering.
- Facilitates workshops, interviews, and meetings to elicit requirements, clarify objectives, and resolve conflicts / knowledge gaps.
- Supports the intake, justification, business case development, and scoping of new project / technology requests.
- Preserves interactions between IT and functional stakeholders across the Firm to drive awareness and remain in sync with evolving business needs.
- Supports IT demand management evaluation and planning activities.
- Escalates items not receiving appropriate attention, including approvals, projects, and issues.
- Informs and supports the development of standards and templates for project scoping and justification, requirements definition, functional and technical designs, process flow diagrams, system / user acceptance test scripts, and other materials as needed.

Qualifications (continued):

- Knowledge & Experience
 - 5+ years of relevant experience, ideally in a large Law Firm setting, a comparable professional services organization, or a legal information services provider.
 - Demonstrated experience in business analysis for complex technology projects and programs, with experience in technical requirement definition.
 - Demonstrated experience in providing research / supporting analysis of distressed processes / solutions to inform future state solutions.
 - Demonstrated experience delivering gold-standard documentation in support of solution design, both traditional (e.g., use cases) as well as creative / intuitive (e.g., visualizations).
 - Demonstrated experience forging partnerships across technical and non-technical teams.
 - Demonstrated experience in a wide range of technology systems, with preference on systems common to a large Law Firm.
 - Experience in strategic technology planning.
 - Experience with project and program management disciplines, methodologies, and processes.
 - Familiarity with the functioning of a program management office and governance frameworks.
- Skills & Expectations
 - Proven analytical and problem-solving skills.

Duties and Responsibilities (continued):

- Educates and coaches other IT staff on best practices and leading standards surrounding business analysis and requirement definition.
- Informs and supports overall IT change management and communication strategies in partnership with Solution Delivery stakeholders.
- Supports the definition of service level agreements (SLAs) for new or changed solutions and services to preserve an optimal experience for the Firm and its clients.
- Stays up to date with industry trends, emerging technologies, and best practices related to business analysis and common technology solutions / platforms.
- Uphold high standards of confidentiality, discretion, and integrity, particularly with respect to all sensitive and/or confidential firm and client information to which this position will have access.

Status: Exempt

Reports To: Business Technology Solutions Manager

Workplace Type: Hybrid

Salary range is \$112,000 - \$158,000.

Qualifications (continued):

- Proven ability to translate data into insights.
 - Proven ability to build and maintain strong working relationships and represent the voice of the customer.
 - Proven ability to analyze a wide range of technology systems and solutions.
 - Strong customer service orientation in combination with persuasive skills and diplomacy to lead change and guide decisions.
 - Ability to appropriately prioritize and execute tasks in a fast-paced, service-intensive environment.
 - Effective written, oral, and interpersonal communication skills.
 - Highly self-motivated and directed.
 - Team oriented and skilled in working within a collaborative environment.
- Work Location & Conditions
 - Washington, D.C.
 - Core hours of 9:00 am – 5:30 pm, Monday-Friday; hybrid in-office, which will be a combination of onsite and remote work with occasional on-call availability.

Position requires access to equipment, software, or technology that is subject to U.S. export controls. To be granted access pursuant to US Export Control laws, candidate must be either (a) a United States citizen or national; (b) a person lawfully admitted for permanent residence of the United States (i.e., “Green Card” holder); or (c) an INS-approved refugee or asylum holder who has applied for naturalization within six months of the date the individual first became eligible; and if not yet naturalized, is still actively pursuing naturalization if 2 years have passed since the date of application to be granted access pursuant

to US Export Control laws. Candidates will be required to submit appropriate documentation to determine whether access can be granted before proceeding further through the application process.

Covington & Burling LLP is an equal opportunity employer and does not discriminate in any aspect of employment, including hiring, salary, promotion, discipline, termination, and benefits, on the basis of race, color, ethnicity, religion, national origin, gender, gender identity or expression, age, marital status, sexual orientation, family responsibility, disability (including physical handicap), or any other improper criterion.

Covington will consider qualified applicants with arrest or conviction records for employment in accordance with applicable laws, including the California Fair Chance Act, the Los Angeles Fair Chance Initiative for Hiring Fair Chance Ordinance, the Los Angeles County Fair Chance Ordinance, and the San Francisco Fair Chance Ordinance.