

**JOB TITLE:** Analyst

**DESCRIPTION:**

A member of the service delivery team, the Analyst is responsible for executing on projects with clients across a variety of industries and delivering transformational change and competitive advantage. Analysts will be staffed on team engagements working closely with senior resources, Account Leads and/or Directors. Analysts are accountable for quality delivery, client commitment, knowledge sharing and self-driven professional development.

**PRIORITIES:**

- Client service delivery
- Supporting other team members project specific service delivery
- Actively network and support leadership team business development efforts
- Build brand presence and value within the community
- Contribute to, and align with, Forum's strategic plan
- Sustain and evolve Forum's culture

**RESPONSIBILITIES**

- Support engagements across a variety of client environments while being supported and learning from other resources, Account Leaders and Experts.
  - Support the development of project plans, system implementation plans, within a program:
  - Support Project or Program Manager, senior resources with project planning, resource planning, budgeting, issue and risk management, and status reporting
  - Support development of communications and change management plans, execute plans with direction from senior resources
  - Participate in communicating plan, expectations, status, risks and issues up and across the project team
- Document processes and/or requirements for projects or workstreams within programs
- Define success and deliver results
- Engage other team members and clients to gather feedback, develop, and grow skills
- Engage 1:1 Director to gather feedback, assess strengths and opportunities, and grow skills
- Leverage firm wide resources and knowledge capital in service delivery
- Develop high quality project deliverables as identified in project statement of work
- Develop and maintain professional and productive relationships with clients in the course of service delivery and account engagement
- Participate in industry discussions:
  - Learn, understand and share, if applicable, industry specific approaches and solutions
  - Contribute knowledge and experience to the continuous development of the industry portfolio
  - Participate in service competency development and training opportunities
- Participate in account activities and contribute to account success
- Take accountability for career and professional development; review annual professional development plan with 1:1 Director

**KNOWLEDGE AND BEHAVIORS:**

- Knowledge of client organization and industry
- Gathering and documenting requirements for technical implementations or business process improvement
- Process design to communicate new workflow or updated processes for a business or technology change
- Development of effective and polished project deliverables
- Presents a professional image and effectively communicates across client organizations
- Interest in growing and developing skills across a diverse set of business and technology areas and clients
- Desire to be mentored by experienced professionals to take on more complex roles within 2-4years
- Planning, coordinating and supporting team meetings with client and team members
- Ability to deal with ambiguity and seek assistance when needed
- Strong time management and multi-tasking skills
- Effective networking skills
- Strong promoter of brand awareness of Forum
- Effective collaboration with colleagues and across functional areas
- Resilient in the face of difficult challenges and setbacks
- Good steward of the firm that leverages resources wisely and preserves our culture

**REQUIRED EXPERIENCE:**

- B.A. or B.S. degree required
- 3-5 years of business experience
- 2+ years of project experience as a business analyst or project coordinator
- Knowledge and application of productivity tools (word, excel, etc.).
- Experience supporting business implementations or work streams within large technology implementations or business program
- Experience with requirements gathering and documentation
- Experience with process documentation
- Experience working across industries and business functions preferred
- Strong written and verbal communication skill
- Demonstrated ability to create polished deliverables
- Self-motivated with a passion for growth and development
- Ability to work effectively as part of a team, collaborating effectively with peers and clients, proactively leverage others and ask for guidance and support
- Strong communication / interpersonal skills and ability to interact with team members and management.
- Ability to adapt to a variety of client organizations and dynamics
- Ability to connect the dots, see patterns, apply learnings.
- Strong sense of ownership and accountability for personal, client, and Forum success
- Strong alignment with Forum culture and value

**OTHER REQUIREMENTS:**

- 100% client billable availability

- Ability to travel as necessary to support pursuit of new and existing clients and opportunities
- Ability to achieve objectives regardless of bandwidth or time constraints
- Ability to work non-standard work hours when necessary.

### **COMPENSATION AND BENEFITS:**

#### OUR BENEFITS:

Forum Solutions provides a comprehensive benefits package including medical, best-in-class 401(k), generous paid time off, and monthly telecommunications stipend. In addition, individuals may be eligible for an annual discretionary bonus. Financial rewards are based on company success, contribution to clients and Firm growth.

Forum sponsors professional development opportunities to encourage employee's professional interests and sponsors several social and professional development activities, including "Forum-Forums," an annual team retreat called Forum Escape and other events.

#### COMPENSATION:

The estimated annual salary range for this position is \$56,000 to \$117,288. Actual compensation will be dependent upon an individual's skills, experience, qualifications, and other relevant factors.

We hire talented professionals who want to work as a team and develop their skills with new challenges and active participation in solution development. We honor, respect, and value our differences as we believe an open and inclusive mindset makes us stronger and enables us to attract top talent. Our firm represents various backgrounds, experiences and skills and we believe in a workforce that represents the diverse views and experiences of our vibrant Seattle community. We value differences in gender, race, gender identity, marital status, ethnicity, nationality, religion, education, age, disability, veteran status and sexual orientation.