

3 | SHARE Project Manager/Business Analyst Job Description

Project Manager Role

- Participates in the complete project lifecycle process from estimation to execution (strategy, inception, budgeting, development, quality assurance, and delivery)
- Understands and communicates customer requirements and integration points in the context of the statement of work
- Oversees project delivery process with key contributors to help manage scope and prepare change requests including tasks, deliverables, milestones, resources, and estimated costs
- Prepares reports for customer and 3 | SHARE upper management regarding status of projects
- Ability to set expectations, develop project plans, manage personal workload and communicate effectively to all level of stakeholders
- Develops and manages project documentation, including: project plan, budget/work plan, functional requirements, functional design, communications plan, kick off agenda, etc.
- Ability to assist on additional project documentation such as project summaries, competitive evaluations, sitemaps, wireframes, user stories, test plans, personas, user experience documents, etc.
- Maintains sprint based project plan and manage project backlog
- Partners with lead developer or architect and implementation team to identify appropriate technology solutions
- Anticipate issues and risks, and work with implementation on risk mitigation, and escalate appropriately
- Participates in the daily, sprint and retrospective sessions
- Capture and communicate experiences in formal post-mortem, feeding lessons learned best practices and resources back into the consulting practice
- Act as the main client point of contact throughout the life of the project

Business Analyst Role

- Show the value of AEM for the client's business needs
 - Liaise with cross-functional teams throughout the business and technology to help client stakeholders understand the purpose and value of AEM for the approved project and get buy-in.
 - Develop business cases that demonstrate the purpose and value of AEM for new projects or follow-on work.
 - Ability to communicate complex technology concepts in to a non-technology audience.
 - Functions as process and customer champion
- Map business requirements to the SOW

- Understands and communicates customer requirements and integration points in the context of the statement of work
- Translate business problems or needs into business requirements and functional specifications.
- Coordinate the planning and monitoring of project requirements and managing scope with the project manager to ensure success project delivery.
- Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats.
- Define business requirements as they relate to the SOW
 - Analyze requirements gathered and determine gaps in technology, business processes; map related processes into workflow charts and diagrams; study system capabilities and write specifications.
 - Analyze and prioritize business needs/cases to ensure that initiatives align with the business strategies, goals and objectives.
 - Work with project team technical team members to prepare technical specifications and functional designs from specifications using use cases, process maps and data flow diagrams.
- Flush out requirement details for product/release backlog and prioritize with the client based on project objectives defined in SOW
 - Act as liaison between client stakeholders and project team
 - Work with the product owners to groom and define User Stories, Acceptance Criteria and BDD/What-If Scenarios.

Analyze the changes in the user stories to support the development process and communicate changes in established expectations to the project manager and stakeholders.
- Support custom training
 - Provides references for users by writing and maintaining user documentations; providing help desk and end user training.

Business Analyst vs Project Manager

Project Managers will also bridge the gap to Business Analyst. For any product gaps, the PM can lean on the Engagement Manager, Architect and Developers to ensure the success of a project. While typical business analysts may spend a significant amount of time analyzing an organization's processes and systems for business development, business analysis related to the Statement of Work is priority to determine how AEM and custom development will meet the end requirement. As time allows, capturing additional business development as it relates to 3|SHARE's services is valuable and should be shared with the Sales Team for carry-on work.

Business Analyst = Product Focus: ensure the end solution meets the SOW requirements

Project Manager = Project Management Process Focus: ensure the overall success of the project is on time, on budget and in scope