

**AEW CAREER OPPORTUNITY**

# **IT Governance Analyst**

## Information Technology

**LOCATION: BOSTON**

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### **Responsibilities**

This position has the following primary roles and responsibilities:

#### *Business Analyst:*

- Gather requirements from key stakeholders using requirement elicitation techniques like brainstorming, requirement workshops, focus groups, and others.
- Document requirements by creating process/flow diagrams, user interface mock-ups, epics and user stories.
- Participate in testing of the developed features.
- Facilitate meetings and demos sessions with business stakeholders and development team(s).
- Document release notes and knowledge articles.
- Maintain communication with the stakeholders.
- Coordinate software releases and communication.
- Be the gatekeeper of the request queue for the team.

#### *IT Governance Training:*

- Maintain existing and develop new training materials for the ServiceNow platform and IT Governance processes.
- Provide training to the new users of the ServiceNow platform.

### **Skills/Experience Required**

- 2-3 Years of business analyst or related work experience
- Must be detail oriented, organized, and dependable
- Must have strong verbal and written communication skills
- Must work efficiently and meet deadlines
- Problem-solving and analytical thinking
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- Work with little supervision and is self-motivated
- Process modeling skills preferred but not required
- Knowledge of Microsoft products such as Excel, Visio, PowerPoint, Teams, and Outlook
- ServiceNow and ITIL knowledge and experience is required
- Familiarity with Agile/Scrum methodology

**To apply for this position please e-mail your resume to [Jobs@aew.com](mailto:Jobs@aew.com)**