



Associate Business Analyst

Requisition ID

2014-7716

Category

Corporate

Location

US-TX-Dallas

Post Begin Date

9/24/2014

Employment Type

Regular Full-Time

Department

20-Technology

Important Job Details:

Overview:

We are committed to provide our Employees a stable work environment with equal opportunity for learning and personal growth. Creativity and innovation are encouraged for improving the effectiveness of Southwest Airlines. Above all, Employees will be provided the same concern, respect, and caring attitude within the organization that they are expected to share externally with every Southwest Customer.

Responsibilities:

WORK ACTIVITIES/CONTEXT:

Undergraduate degree hires will enter the Southwest Airlines Technology Department as Associate Business Analysts. Associate Business Analysts provide analytical support for the development of a technology strategy for Southwest Airlines business customers, and then assist the business in making that strategy a reality.

Analysts partner with different business Customers across our Commercial, Operational, and Back-Office Departments to figure out what Southwest needs to be successful and how Technology can help meet those needs. This includes activities where Analysts help identify, clarify, and document complex issues that our Company is facing. The Analysts then assess how technical systems and business processes can be used to meet these needs.

Finally, these individuals will ensure Technology delivers high-quality technical solutions that are aligned with business strategies and comply with departmental standards. Additionally, Associate Business Analysts are expected to manage timeframes for designing, coding, testing, and implementing to guarantee solutions are delivered on-time and within budget. These individuals will also ensure effective communications between business Customers and Technology Teams. Additionally, Analysts will leverage their problem solving skills to work on topics ranging from strategy (e.g., mapping out the roadmap for a new tool or defining how a new tool changes business process) and analytics (e.g., key performance indicators, metrics, scorecards).

For more information or to apply, go to: <https://corporatecareers-southwest.icims.com/jobs/7716/associate-business-analyst/job?hub=5>

Customer / Business Orientation:

- Focus on internal and external Customer requirements.

- Demonstrate Basic understanding of business processes being supported by assigned system(s).
- Participates and assists Sr. Analysts with projects.
- Completes tasks under direction.
- Tasks are assigned, and consequences of error carry a small risk to the organization.

Project Management:

- Support the organization's project management policy, practice, and methodology.
- Provide timely and accurate progress information to the project status reports.
- Problem Solving:
- Demonstrate a methodical and logical approach to resolve problems of simple to moderate complexity.
- Research and recommend alternative actions for problem resolution.
- Employ productivity aids in all aspects of assignments.

Testing / Deliverable Quality:

- Participate in systems and acceptance testing.
- Test and implement system components using techniques that preserve system integrity.

Production Support:

- Responsible for immediate response to production program problems.

Financial Accountability:

- Participate in fiscal management and cost estimate development.

Must be able to meet any physical ability requirements listed on this description.

May perform other job duties as directed by Employee's Leaders.

Qualifications:

BASIC QUALIFICATIONS:

High School Diploma, GED or equivalent education required.

Must be at least 18 years of age.

Must have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

EDUCATION:

- High school diploma or equivalency required.
- BS/BA in Business, Engineering, Computer Science, or Information Systems, or equivalent formal training preferred.

EXPERIENCE:

1 year work experience as an Analyst or equivalent position preferred

Cumulative GPA of 3.0 or above preferred (either current student or final GPA for student that has graduated)

Demonstrated leadership and initiative preferred

Strong analytical skills (able to complete business analysis, process modeling, and redesign) preferred

Ability to solve problems creatively preferred

OTHER QUALIFICATIONS:

Consistently recognized as a top performer in their job title by both Employees and Leadership.

Must maintain a well-groomed appearance per Company appearance standards as described in established guidelines.

Must be a U.S. citizen or have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

Apply/Share Opportunity:

Southwest Airlines is an Equal Opportunity Employer of women, minorities, qualified disabled, and covered veterans. Qualified applicants will receive consideration for employment and will not be discriminated against on the basis of disability or veteran status.