Business Analyst wanted at the Small Business Administration

Project Title	Business Analyst wanted at the Small Business Administration
Project Summary	Looking for an intern with change management skills to help users adopt IT collaboration tools (Microsoft Teams) and train end users. The intern will also track pain points that users are experiencing with the collaboration tools and be able to report pain point data into a Power BI dashboard.
Country	United States

Project Description

-Assist with end user training and engagement/ support with IT collaboration tools (i.e. Teams Live Events, Yammer)
Analyzing usefulness of IT collaboration tools to end users, track pain points of IT collaboration tools

-Formal/official way to quantifiably track end user pain points and our response through various IT collaboration tools. Did we solve a problem?
Visualization (Power BI, other analytics)
Tracking system - use existing system or research easy to use/implement solution

-Formal /official way to submit, track and visualize OCIO's communication to end users on enterprise projects

Required Skills or Interests

Skill(s)
Data analysis
Data visualization
Marketing
Research

Additional Information

America's 30 million small businesses are the engine of our economy, creating nearly two out of every three new jobs in the United States and employing over half the Nation's workforce. The Small Business Administration’s mission is not only to provide support to these businesses, but to serve as a catalyst for American small business growth and empowerment. We meet this call to action with hard working and forward thinking team members building innovative technology, resources and programs so that American small businesses can continue to drive our economy and democracy forward.

SBA's Business Technology Solutions Team operates like a start-up within the agency. We're a small group of technologists and strategists—designers, product owners, engineers, and content aficionados who are working to modernize the agency's digital and IT infrastructural presence. We're looking for an individual who is mission-oriented, an excellent communicator, has practical experience, and is eager to learn, lead, and do. Most importantly, we're looking for someone who is a believer in the power of innovation manifested in people, process and technology.

Language Requirements

None