

Position Description

Job title: Technical Business Analyst

Reports to:

Positions reporting to this role:

Role: Work with our software development teams, support staff, technical staff to define requirements and propose solutions for the functional design, user interface and workflow for new and improved application features

Responsibilities:

- Liaise with Subject Matter Experts to research and gather business requirements, test data and other supplementary materials to allow development to begin
- Write user stories and acceptance criteria for features to be added to Class solutions
- Maintain an overall view of the desired end state for processes, including identifying security risks and compliance
- Assist in the design, build and test of the applications which will transform the current business processes
- Drives the selection of appropriate business analysis methods, tools, techniques; selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches.
- Produces high-level and detailed business models, preparing business cases, overseeing development and implementation of solutions, considering the implications of change on the organization and all stakeholders
- Work within an Agile Scrum delivery team actively participating in all Agile ceremonies and supporting the rest of the team.

Qualifications/Experience:

- Tertiary qualifications in Information Technology or equivalent industry experience
- A minimum of 3 years of industry experience
- A strong ability to successfully manage multiple tasks at any given point
- The ability to simplify complex problems and explain them in simple terms
- An excellent capability to understand and document business requirements
- Strong Agile Business Analysis skills (Writing good testable user stories)
- Excellent skills in problem-solving, setting & documenting standards
- A good understanding of API's, Data Modelling and SQL

- An understanding of SaaS/PaaS and on-premise
- Knowledge of testing processes and quality control
- Experience using Atlassian JIRA, Confluence
- Experience using Microsoft Visio or other relevant tools (Draw.io)
- Expertise in work-flows and e-forms

Key Performance Indicators

Colleague satisfaction as assessed by your manager, peers, and associated project and support staff – note this assessment may be performed either informally by interview or formally via survey subject to the applicable management processes in place at that time. The assessment will include:

- How effectively you execute the above responsibilities (includes proactiveness, responsiveness, and thoroughness)
- How professionally you interact and communicate with your colleagues (and clients if applicable)