

# Business Analyst Job Specification - Permanent

## THE COMPANY

Watertrace Limited was established in June 2002 with a corporate strategy of providing key business management services to the financial services sector. From its initial setup of one consultant, Watertrace has undergone intensive, but managed, growth to the point of leading with software and services to specific niche markets.

Due to the successful growth of the company, the Business Analyst will be an addition to the team, working on implementations of their systems for new and existing high-profile clients in the Insurance marketplace.

## APPLICANTS BACKGROUND

The successful candidate should be bright, enthusiastic and a good communicator with people at all levels. The candidate should be a good team player but also able to work on their own initiative with the minimum of supervision and must have the ability to flourish in a challenging, fast-paced, professional environment with frequent shifts in priorities as business needs dictate.

## JOB DESCRIPTION

The Business Analyst is expected to be comfortable in a business client-facing role; Business Analysts at Watertrace are subject matter experts that build the bridge between our business and our clients, immersing themselves into the market to understand problems and find innovative solutions.

As a Business Analyst you will be involved in the full software lifecycle and have the central role of liaising with people and teams:

- Business analysis
  - Capturing, analysing and documenting clear business requirements from our clients;
  - Document requirements and write specifications;
  - Document current business processes and use cases and verifying with the client;
  - Develop and innovate current processes to meet future operational scenarios;
  - Present specifications to software development team;
  - Oversee the development of functionality from a client perspective;
  - Test and oversee the testing of functionality of software against the original requirements and specifications;
  - Assist clients with business improvements;
  - Train clients and staff in system functionality; and
  - Undertake presentations and demonstrations of software.
- Client management (each non-software development staff member has assigned clients to manage the account)
  - Build relationships with assigned clients at all levels;
  - Be the primary point of contact for those clients that have been assigned to you;
  - Regularly meet with assigned clients and assess the degree of satisfaction;

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- Fully understand and communicate any issues or challenges that assigned clients are having with software and service provision; and
- Provide technical and business support.

It will naturally be beneficial to have experience directly relevant to the role specified above; however, of more significance to us will be:

- Ability and willingness to learn new skills;
- Superb communication ability with both the client and the internal teams;
- Excellent client relationship skills with record of developing strong partnerships;
- Sharp analytical abilities;
- A driven, self-motivated approach;
- An entrepreneurial attitude;
- A focussed attention to detail;
- Conveys strong passion and accountability for team success; and
- A desire to learn, understand and improve processes and business rules to better serve the team and our clients.

### CAPABILITIES

It is advantageous for the applicant to have the following competencies:

- Proficiency in MS Excel
- Experience in the complete software development lifecycle
- Project experience
- Proven ability of ensuring deliverables are accurate, qualitative and fit for purpose
- Demonstrable skills in the advanced use of MS Powerpoint and MS Word
- Extensive experience in creating documentation for:
  - Business requirements;
  - Training delivery;
  - Process management;
- Experience with BPMN, DMN, and ER Modelling

### APPLICANTS EXPERIENCE

It will naturally be beneficial to have experience directly relevant to the role specified above; however, of more significance to us will be:

- Strong analytical and problem solving ability;
- In-depth understanding of delivery process;
- Business focus with technical background;
- Excellent communication and influencing skills;
- Team player and strong leader;
- Structured and pragmatic, and;
- Highly motivated and results oriented.