

Business Analyst

Overview

Action Point Innovation is looking for a strong technical individual to fill a Business Analyst role.

This position will work closely with the Senior BA Manager, Technical Director and Sales Managers, to consult with potential customers in order to ascertain their business requirements for bespoke software solutions on technology and platforms as varied as iPhone/Android, ASP.Net, Web Services, Azure, JQuery, JavaScript, Java, SQL Server, WinForms and the entire Windows technology stack. Sample business domains range from insurance, legal, education, transport, time & attendance, teleconferencing, teleprompting, instant messaging and many more.

The position requires an experienced person to consult with the customer and based on their requirements, to generate specification document(s) which the customer can understand and approve. This document can then be used by the developers to work from.

The role offers the successful candidate an excellent opportunity to interact with many and varied projects and to advance their career within a successful and expanding bespoke software development organisation.

Main Responsibilities of the Business Analyst:

- Translating high-level customer requirements into detailed functional specifications and application architecture that will be delivered via Agile or Waterfall methodologies.
- Engaging with the customer to extract and document their business requirements
- Research, identify, test, and select technology products required for solution delivery.
- Clarifying requirements and responding to issues.
- Estimating work effort with significant autonomy.
- Clearly communicating in all forms including email, phone, Word documents and in person.
- Communicating in writing or in a presentation complex technical issues to clients in a manner understandable by business users.
- Participating in the sales process as a Technical Specialist presenting to customers a broad scope of technologies and implementations of these technologies.
- Working on client sites and accommodating occasional travel (as required by each project).
- Maintaining an awareness of development tools, techniques and technologies and carrying out project post mortems to monitor and continuously improve estimation accuracy.
- This is a guide of duties, other tasks as required.

The role is intensively people-facing, so the candidate must be confident and comfortable in dealing with personnel at all levels and possess well developed communication and presentation skills.

Experience

The ideal candidate will have experience in:

- Responsibility for functional specifications, process mapping, database design, documentation of user roles, interface specifications and general software system structure.
- Creating and managing Product Backlogs in an Agile development environment
- Proven ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.

- Proven ability to read, analyse, and interpret complex documents and to respond effectively to the most sensitive inquiries or complaints from customers.

Required technical Skills

- Strong understanding of the Agile development methodology and its impact on how project requirements are managed.
- Strong development background is a significant advantage (such as previous software development with Microsoft technologies).
- Experience with OO design and implementation techniques.
- Database design and implementation.
- Strong Web Application Architecture experience.

Qualifications/Skills

- B.Sc/B.Eng or greater in a computing discipline.
- Minimum of three years within a software engineering environment working primarily with Microsoft development technologies.
- Strong Business Analysis background with great customer facing skills.
- Good technical background with an understanding of the issues and processes required to deliver high quality software applications.
- Must have strong oral and written communication skills.
- Demonstrated team player with results oriented track record.
- Excellent analytical and problem solving skill.
- Desired - 5 or more years of experience in Information Technology with a heavy concentration in application architecture, integration design in the most recent three years.