JOB TITLE – Business Analyst

Position reports to   :   Product Owner
Direct Reports   :
Office Location   :   Adapt IT Johannesburg Campus

PURPOSE OF THE POSITION

The purpose of a business analyst role is to analysis user requirements and design and document solutions to be used as input into the development. Business analysts are responsible for the definition of business requirements and specifications used to build applications. They are also responsible to ensure that the developed software conforms to the documented requirements. The role requires collaboratively working with clients and other stakeholders to understand their needs and goals and translate these needs into requirements developers will use to develop applications.

PRIMARY RESPONSIBILITIES FOR THE ROLE

Functional specifications

- Analyse end user needs and liaise with clients to document requirements for software development.
- Document the requirements, including the business rules and processes.
- Notify product owners when general requirements surface in requests for local software development.

Design of solutions

- Prepare specifications, wire frames, flow chart (business process model and notation) and test plans.
- Consider the impact of implementing a design on the system and on division resources.
- Make recommendations on solutions and designs to the benefit of the division.
- Ensure that the integration between the subsystem modified and other Integrator sub systems stays intact.
- The above responsibilities should be carried out in liaison with colleagues.
- Collaborate with the team to generate and contribute to designs and solutions.
- Prepare quotations (if the development is to be client funded), based on the effort estimation.
    o The quotation must include functional specifications and business requirements in a clear and unambiguous manner and be presented to the product owner.
    o Once the product owner approves it will be sent to the client for signoff or acceptance.

Verification and Documentation of Developed Software

- Unit verification of developed or modified software modules.
- Modify existing user documentation to reflect new or changed functionality.

Client communication

- Ongoing communication with clients with reference to :-
    - The status of requested quotations, tasks or incidents.
    - Quotations awaiting acceptance.
    - Follow up on the sign-off of the requirements document.
    - Follow up on the final sign-off documentation.

Skills development

- Mentor and train business analysts to develop and improve their business analysis skills.
- Suggest improved analysis methodologies and tools to advance requirement gathering and requirements definition within Adapt IT Education.
- Provide guidance and support to peers ensuring that project deliverables are met in the required time and budget estimations.
- Acquire thorough knowledge of systems assigned and business practices that is addressed by these systems.

Opportunities & lead generation

- Ongoing communication with clients with reference to:-
    - The status of requested quotations, tasks or incidents.
    - Quotations awaiting acceptance.
- Follow up on the sign-off of the requirements document.
- Follow up on the final sign-off documentation.
- Identify business opportunities through engagement with clients.

Key Competencies
Technical Skills

- Extensive understanding of requirements gathering.
- Strong analytical skills.
- Working knowledge in preparing test cases and test plans.
- Skilled in writing documentation.
- Understanding database design / Entity Relationship Modelling.
- Ability to facilitate and lead workshop skills.
- Conduct business process mapping / engineering.
- Working knowledge and experience of various business analysis or UI/UX analysis methodologies and process modelling.
- Working knowledge of feasibility studies and preparation of business cases.
- Understands how to be involved at a strategic level in business processes.

Sector Knowledge

- Working knowledge of business processes used within the tertiary education sector.
- Working knowledge of the ITS Integrator system functionality.
- Working knowledge of applicable ITS Integrator technologies.
- Strong communication / client interaction skills.
- Working knowledge of feasibility studies and preparation of business cases.

Interpersonal interactions

- Uses effective interpersonal and communication skills to gain acceptance of and commitment to plans, ideas and initiatives.
- Shares important and relevant information.
- Gains the cooperation, trust and support of others.
- Seeks a win/win solution with the minimization of a compromise.
- Communicates in a positive manner resulting in action.
- Focuses energy on finding solutions rather than blaming others.
- Acknowledges others' contributions.

Living the Values

- Ensuring compliance with all applicable policies, regulations, standards and governance requirements
- Treating all people fairly and consistently, and with dignity and respect
- Being ethical, honest and sensitive in all dealings
- Taking corrective action to address inappropriate decisions or actions

Leading Self

- Taking ownership for own performance and decisions and their impact on the business.
- Set and achieve goals, consistently complies with quality standards, and meets deadlines.
- Demonstrating tenacity and resilience even when faced with obstacles
- Demonstrate positivity, mental toughness and stability during stressful periods and periods of low activity.
- Seeking opportunities for personal feedback, learning and development
- Mature individual with high level of emotional intelligence with the ability/capacity to be aware of, control, and express emotions.
- Handle interpersonal relationships judiciously and empathetically.
- Self-motivated, with the ability to motivate others.
- Ability to work under pressure, independently and as part of a team.
- Admit to errors and takes corrective action to avoid repetition.
- Approach own work with dedication and a high sense of responsibility.

QUALIFICATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in computer science, software development, or a related field.
- 2 – 4 years business analysis experience in a business environment.

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Vacancy Status: Open