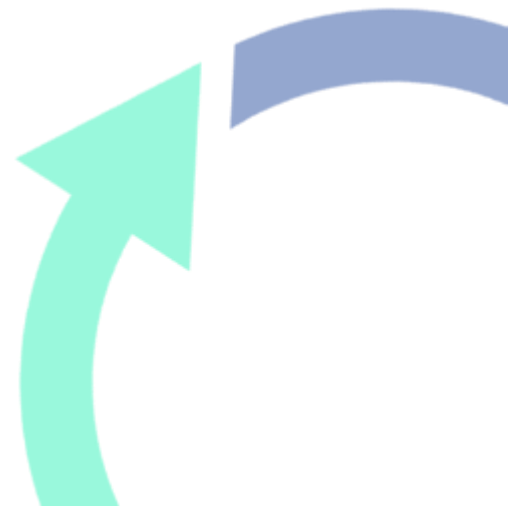




1-Stop

Business Analyst

Reporting to Agile Delivery Practice Lead
Product



1. POSITION SUMMARY

The Business Analyst will understand our products and their application in-order to work with customers to elicit their requirements, document “as-is” and influence the customer on the ideal “to-be” business process that extracts maximum value from our product offering and/or contributes to the product roadmap. As the Business Analyst you must have exceptional analytical skills to specify the business, functional & technical requirements, design, user experience, defining and executing the test plans whilst ensuring the customer meets their objectives. With proven communication skills that instils confidence in the customer, business, and technical teams that the solution specified will meet or exceed the objectives.

2. KEY RESPONSIBILITIES

- Engage & collaborate with the 1-Stop team, project stakeholders and industry representatives associated with relevant projects to understand the environment and customer needs.
- Conduct business analysis at the business objective & process level to document clear outcomes - this may encompass (but not limited to) key success criteria's, “As-is” & “To-be” business processes, system integration, system interfaces, customizations, support needs once in production or complete applications.
- Work closely with Product Manager to manage product backlog and taking ownership of backlog grooming sessions.
- Document and scope just in time business requirements and specifications.
- Develop and document user stories in line with the 1-Stop architecture & product roadmap for technical & business people to follow.
- Ability to quickly understand the customer's needs so the right solution can be recommended.
- Participate as part of Scrum Team or individually depending on the nature of the task.
- Perform integration and user acceptance testing.
- Provide usability, business & technical guidance support for development activities.
- Manage and support applications in production as appropriate.
- Responsible for the deliverables as specified within the Agile Product Delivery Process and additionally, on occasion requirements, user guides, support documentation, standard specifications etc.
- Support iterative product delivery and display the value of change that this brings.

3. SELECTION CRITERIA

TECHNICAL

- Degree in Information Technology, Computer Science, or equivalent experience
- Previous experience in Agile environment or good understanding of Agile product delivery principles
- Business Process/ Story mapping skills
- Ability to map out high level product outcomes into workable epics
- Atlassian JIRA/Confluence experience
- Strong ability to develop and document user stories with the right level of details

BEHAVIOURAL

- Ability to quickly understand the customer's needs
- Ability to influence the customer and communicate appropriate solutions
- Proven skills in innovation and solutions focused
- Ability to translate complex situations into simple ideas for a wide range of stakeholder levels

4. GENERAL

All team members are required to:

- Demonstrate our 1-Stop values
 - **Customer Obsessed:** We put our customers at the centre of every decision we make. We partner, set promises, and deliver outstanding customer experiences.
 - **Simplicity wins:** We make the 'complicated' simple. We focus on what is needed and eliminate the rest. We believe the simplest solution is usually the best.
 - **Insights led:** We are led by powerful and diverse data insights and predictions as they form the heart of our decisions.
 - **Curious. Always.:** We are courageous and challenge the status quo. We focus on fresh ways to innovate and improve productivity. We curiously understand problems, continuously learn, and improve on the past.
 - **Achieve together:** We are each responsible for our collective success. We value diversity as we set goals and deliver the right results.
 - **Own it:** We enjoy having autonomy and take responsibility for our actions. We play our part in the sum of the parts. We never fail. We either succeed or learn.
- Act in accordance with our 1-Stop Connections Code of Conduct
- Undergo a police background check upon commencement