

JOB DESCRIPTION

Business Analyst – Mobile Transactional Services	
Location:	Cape Town, South Africa
Date:	11 January 2012
Reporting To:	Business Analyst Team Lead
Reporting to You:	N/A
Purpose	The incumbent will be responsible for ensuring analysis and solution definitions through the interpretation of business rules and requirements for technical systems. The Business Analyst is required to understand the business issues and data challenges of the customer organization and industry. The incumbent should review and edit specifications, business processes and recommendations related to Clickatell's Mobile Transactional Services offering.
Key Responsibility Areas:	<p>Elicit requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis</p> <p>Interpret these business issues, opportunities and user requirements and distinguish between the real business needs vs. user desires</p> <p>Capture user requirements using story cards, workflow diagrams & documentation where necessary to ensure that knowledge is retained within the team and organisation</p> <p>Assist with testing to ensure that it meets the minimum code quality standards and services the business objectives.</p> <p>Be the liaison between the business units, technology teams and support teams</p> <p>Follow the in-house agile software development lifecycle and suggest improvements where they are identified</p> <p>Identify Self Service solutions to business opportunities and problems</p> <p>Analyse costs and benefits of proposed solutions</p> <p>Work with the business owners to produce accurate, meaningful and measurable business cases</p> <p>Draw up business requirements documentation, outlining the business objectives, business case, prioritisation, proposed processes, detailed requirements, proposed interfaces (where applicable), use cases and test criteria</p> <p>Assist business managers to make informed decisions about business</p>

	<p>requirements and process improvements</p> <p>Provide input to the Product , Product Roadmap and project documentation like the Project Definition Documents including high-level business requirements, issues and risks</p> <p>Work with Project Manger to identify delivery options, costs and timescales</p> <p>Work with other related projects to define and understand dependencies between projects</p> <p>Assist with creation of test criteria (especially User Acceptance Testing). Review output of the testing phases</p> <p>Minimizing business risk by identifying change management and business transition opportunities - includes training, business process changes due to the system implementation, client impacts etc</p>
<p>Core Competencies:</p>	<p>Proven ability to solve business problems is essential</p> <p>Team player able to work effectively with users, technical and business managers and colleagues, but must also be self-motivated and able to work in a fast pace and changing, start-up environment</p> <p>Ability to independently analyse data and make sophisticated business recommendations</p> <p>Copywriting / English document writing skills</p> <p>Have a solutions / system background or experience</p> <p>Facilitation Skills – Meetings, Client engagement, requirement elicitation.</p>
<p>General Competencies:</p>	<p>Understanding of corporate business functions</p> <p>Excellent communication and presentation skills are required to interact with and influence Business Management at all levels. Ability to converse and liaise with both technical and non-technical people within the organisation.</p> <p>Possesses a good understanding of technology trends and movements, especially in the mobile sector</p> <p>Proven ability to take responsibility and achieve high quality results</p>
<p>Experience and Education:</p>	<p>Proven track record of working within the mobile/Telco sector (advantageous)</p> <p>Extensive experience of working closely with development teams, products owners, end users and business stakeholders.</p> <p>Commercial experience of working with an agile development team</p> <p>Experience of agile and traditional business analysis techniques – Business Process modelling, Scenarios, User Stories, Use Cases etc.</p> <p>Experience of working with 3rd party software houses that are not based in the same geographical region</p>

	<p>Experience in producing written requirements and/or specifications</p> <p><u>Essential:</u></p> <p>3 years Business Analyst Experience</p> <p>Business Analysis Related Degree/Diploma is a prerequisite</p>
<p>Personal Characteristics:</p>	<p>Strong administration skills</p> <p>Attention to detail</p> <p>Self driven</p> <p>Good communicator</p> <p>Good interpersonal skills</p> <p>Positive outlook on life</p> <p>Assertive nature</p> <p>Logical thinker (strong troubleshooting skills)</p> <p>Customer service orientated</p> <p>Responsible and accountable</p> <p>Work / perform well under pressure</p> <p>High level of adaptability</p> <p>Pro-active nature</p> <p>Output driven</p> <p>High sense of collaboration</p> <p>Enthusiastic</p> <p>Committed to excellence</p>
<p>Special Requirements:</p>	<p>Regular and on time attendance.</p> <p>After hours availability if required.</p> <p>Perform on-call duties if required.</p>
<p>Note:</p>	<p>To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge; skill and or ability required and are not intended to be an exhaustive list of all duties and responsibilities associated with this job.</p> <p>You will be required to perform all reasonable duties assigned to you or related or incidental to the proper completion of your job tasks;</p> <p>During a colleague's leave of absence from the company or during month end or peak business periods, you may be required to perform other job tasks upon reasonable request from your line manager.</p> <p>Relocation costs (if applicable) will be for own account.</p>