



Product Business Analyst

September 2023





Product Business Analyst

As a hands-on business analyst, you will be part of the product implementation and delivery team. Working closely with clients to understand and document their requirements, building acceptance criteria and hands on configuration of the systems.

You should expect this to be a flexible and varied role, where you will contribute across analysis, documentation, product configuration and acceptance testing, to support the delivery of the product to the client. You will be part of a small product team delivering off-the-shelf products, which can be configured to meet customer needs, using existing tooling, or delivering bespoke product changes for customers. This will be a great opportunity for a junior business analyst looking to grow their career.

You will be responsible for ;

- requirements gathering for proposed/agreed new solutions and configurations of existing solutions.
- transforming customer requirements into detailed documented specifications that can be estimated for effort with the delivery team.
- responsible for raising JIRA tickets to support the required work.
- responsible for updating Confluence with supporting documentation.
- documenting configuration changes and acceptance criteria.
- take responsibility for making changes to the configuration, based on requirements gathered from customers.
- coordinating sessions to drive decisions on requirements, effort estimates and related issues.
- ensure any identified areas of concern/problem in design, functionality, tech approach are escalated appropriately.
- facilitating the business acceptance phase, working closely with the customer to ensure the solution meets agreed requirements.
- test new features against acceptance criteria to ensure they have been met, as well as testing around the acceptance criteria to ensure the feature is robust and fit for purpose.
- review test grids, that will be used by the formal QA team and ensure they will satisfy the acceptance criteria.



The successful candidate will be working and interacting daily with a cross functional team of Technical and Business Subject Matter Experts such as BA's, Business Development Managers, Developers and QA's.

What you'll bring;

- Relevant business analysis experience 3 years + and/or QA experience looking to move into BA.
- Customer facing experience and a team player.
- Ideally from a financial services background.
- Gathering and documenting high-level and detailed business requirements.
- The ability to effectively identify and solve system-related problems.
- Excellent communication skills.
- Customer-focused personality and a commitment to quality.
- Experience with and comfortable using JIRA and Confluence.

