CUSTOMER FACING
IT BUSINESS ANALYST
(all genders)

Job Description

We are seeking a dynamic and customer-oriented IT Business Analyst to join our team. In this role, you will liaise between our technical team and clients, ensuring accurate translation of business requirements into technical solutions. The ideal candidate will have strong analytical skills, excellent communication abilities, and a deep understanding of IT systems and business processes.

Your Responsibilities

- Engage with clients to understand their business needs and gather detailed requirements for IT solutions.
- Analyze client requirements and document clear and comprehensive business and functional specifications.
- Collaborate with technical teams to design IT solutions that meet client requirements and align with business objectives.
- Serve as the primary point of contact for clients, providing regular updates on project progress and addressing any concerns or questions they may have.
- Work closely with QA teams to ensure that IT solutions meet quality standards and fulfil client expectations.
- Facilitate communication between clients and technical teams during the implementation of IT solutions, managing change requests and ensuring that any modifications align with project goals.
- Provide training and support to clients on new IT systems and processes, ensuring a smooth transition and user adoption.
- Identify opportunities for process improvements and efficiencies, both within our organization and for our clients.

Your Skills

- Bachelor's degree in Computer Science, Information Technology, Business Administration, or related field. Advanced degrees or certifications are a plus.
- Minimum of 3 years of experience as a Business Analyst, preferably in a customer-facing role within the IT industry.
- Strong analytical and problem-solving abilities, with the capability to translate business requirements into technical solutions.
- Excellent verbal and written communication skills
- Customer-oriented mindset with a commitment to delivering high-quality service and building strong client relationships.
- Understanding of IT systems and technologies, including software development lifecycle, databases, and enterprise applications.
- Ability to collaborate effectively with cross-functional teams, including developers, QA testers, and project managers.
- Flexibility to adapt to changing priorities and project requirements in a fast-paced environment.
- Proven track record of identifying and resolving complex business and technical challenges.
- Meticulous attention to detail and a commitment to ensuring accuracy and quality in all deliverables.