

CUSTOMER FACING JUNIOR IT BUSINESS ANALYST

(all genders)

Job Description

As a Customer-Facing IT Junior Business Analyst, you will play a vital role in bridging the gap between our technical team and our clients. You will be responsible for gathering, analyzing, and documenting business requirements from clients, and communicating these requirements effectively to our development team. Additionally, you will assist in the testing and implementation of IT solutions, ensuring they meet the needs and expectations of our clients.

Your Responsibilities

Client Interaction:

- Act as a primary point of contact for clients, building and maintaining strong relationships.
- Conduct meetings with clients to gather and clarify business requirements.
- Provide updates to clients on project progress and gather feedback.

Requirements Analysis:

- Analyze and document business requirements provided by clients.
- Translate business requirements into technical specifications for the development team.
- Work closely with clients to prioritize requirements and manage expectations.

Communication:

- Effectively communicate technical concepts and solutions to non-technical stakeholders.
- Collaborate with internal teams to ensure clear understanding of client requirements.
- Prepare and deliver presentations or training sessions for clients as needed.

Testing and Quality Assurance:

- Assist in the testing of IT solutions to ensure they meet client requirements.
- Identify and report any issues or discrepancies found during testing.
- Work with the development team to resolve issues in a timely manner.

Documentation:

- Maintain accurate and up-to-date documentation of client requirements, project plans, and progress.
- Create user manuals, training materials, and other documentation as needed.

Your Skills

- Bachelor's degree in Information Technology, Business Administration, or related field.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to work effectively both independently and as part of a team.
- Attention to detail and ability to manage multiple tasks simultaneously.
- Prior experience in a customer-facing role or business analysis role is a plus.
- Familiarity with IT systems and software development processes.
- Proficiency in Microsoft Office suite and other business analysis tools.