



SPITFIRE INBOUND (PTY) LTD

BUSINESS ANALYST JOB DESCRIPTION

REPORTS TO: SOLUTIONS ARCHITECT

Company Overview:

Spitfire is a leading Digital Transformation Consultancy dedicated to delivering innovative solutions and driving strategic growth. We pride ourselves on our collaborative culture, cutting-edge technologies, and commitment to excellence. Join us to be a part of a dynamic team shaping the future of Digital Transformation and Professional Services.

About the role:

We are seeking a highly motivated and skilled Business Analyst to join our team. The successful candidate will play a key role in bridging the gap between IT and the business using data analytics to assess processes, determine requirements, and deliver data-driven recommendations and reports to executives and stakeholders.

Main Responsibilities:

- Collaborate with stakeholders to understand business needs and objectives.
- Conduct market analysis, feasibility studies, and impact assessments to support strategic decisions.
- Gather, document, and analyse business requirements, ensuring technical solutions meet business needs.
- Develop and validate detailed functional and system specifications.
- Document and Diagram solutions for clients, including ERD's, architectural diagram, business processes, and user journeys etc.
- Facilitate the implementation of technology solutions by working closely with developers, implementation team and project managers, ensuring adherence to business requirements.
- Monitor project progress by tracking activity, resolving problems, publishing progress reports, and recommending actions.
- Prepare technical reports by collecting, analysing, and summarising information and trends.
- Continuously improve systems by studying current practices and designing modifications.
- Understanding Business Objectives: BAs must grasp the core objectives of the business or project, understanding what the stakeholders aim to achieve.
- Requirements Management: They identify, gather, and document business requirements from various stakeholders, ensuring clarity and comprehensiveness. This involves conducting interviews, surveys, workshops, and using other requirements elicitation techniques.



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- **Analysis:** BAs analyse the requirements to identify business needs, challenges, and opportunities. This analysis can involve reviewing financial reports, business models, workflows, and other relevant data.
- **Solution Assessment and Validation:** They assess potential solutions to business issues or opportunities, ensuring alignment with business goals and stakeholder requirements. This may involve evaluating software solutions, process changes, or strategic adjustments.
- **Process Improvement:** Identifying inefficiencies or areas for improvement within existing business processes and recommending enhancements.
- **Stakeholder Communication and Management:** BAs act as liaisons between business stakeholders and the solution team (often IT), ensuring clear communication and understanding of requirements, timelines, and constraints.
- **Project Management Support:** Although not project managers, BAs often assist in project management activities such as planning, monitoring, and reporting on project progress.
- **Change Management and Implementation Support:** They play a key role in managing changes to business processes, systems, and structures, ensuring smooth transitions and minimal disruption.
- **Data Analysis and Reporting:** Analysing data to support business decisions, and preparing and presenting reports to stakeholders to inform business strategies.
- **Quality Assurance and Testing:** Participating in the quality assurance process, including developing test cases and participating in user acceptance testing to ensure the solutions meet business requirements.
- **Training and Support:** Developing and delivering training materials and sessions for users affected by new systems or business processes.
- **Continuous Learning and Improvement:** Staying informed about industry trends, tools, and technologies that can drive business improvement.

Requirements:

- Bachelor's degree in Business Administration, Information Technology.
- 3 years of proven experience as a Business Analyst or similar role.
- Strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy.
- Experience in eliciting requirements and testing.
- Experience in analysing data to draw business-relevant conclusions and in data visualisation techniques and tools.
- Solid understanding of business processes, project management methodologies, and leading software development practices.
- Excellent written and verbal communication skills, including technical writing skills.
- Ability to work effectively in a team environment and manage multiple projects with varying priorities.