

Business Analyst

Reports to: Director of Sales

Main interaction with: Account Managers, Data Analytic, Marketing, CTO, Director of Client Service

RESPONSIBILITIES

Goal

- Implement and support business information systems across multiple departments. Identify problems and opportunities within a company and ultimately provide solutions that help achieve the business' goals.

Technical

- Gather, translate, and document client requirements.
- Evaluating business processes, anticipating requirements, uncovering areas for improvement, and developing and implementing solutions.
- Leading ongoing reviews of business processes and developing optimization strategies.
- Assist clients with more detailed questions and configurations that are beyond the experience set of the Account Managers.
- Supports new builds and maintenance projects in conjunction with the assigned Account Manager and Technical Lead.
- Supports Account Managers during project setup, assists with deliverable creation, and ensures overall delivery process.
- Performs requirements validation, owns client deliverable documentation efforts, and performs UAT demonstrations.
- Serves as a platform specialist able to perform or guide configuration, content, data, updates/changes, and best practices.
- Use data modeling techniques to identify ways in which an organization can operate more effectively.
- Helps teams refine backlog and establishes a body of actionable work via JIRA.
- Hop on to meetings as needed to discuss questions with clients and Account managers.
- Hop into managing specific tasks in specific projects on an ad-hoc basis as needed to “get things done”.

- Build a knowledge base of solutions to repetitive questions.
- Effectively communicating your insights and plans to cross-functional team members and management.
- Prioritizing initiatives based on business needs and requirements.

QUALIFICATIONS

- Strong written and verbal communications skills.
- Outstanding lateral thinking abilities.
- Ability to work independently and productively, but also to work well in a collegial, team atmosphere.
- Demonstrated ability to work with all levels of management and across multiple functional areas.
- Exceptional analytical and conceptual thinking skills.
- Excellent documentation skills.
- Creating and translating business requirements and acceptance criteria.
- Experience creating detailed reports and giving presentations
- Leading or collaborating on software development projects.
- Scoping software development projects for clients
- Delivering demonstrations and presentations to clients.
- Scrum methodology and understanding.
- The ability to influence stakeholders and work closely with them to determine acceptable solutions.

DESIRED SKILLS / EXPERIENCE

- Experience with eCommerce platforms including Magento (Adobe Commerce), BigCommerce, Shopify, etc.
- Adobe Certified Expert-Adobe Commerce Business Practitioner (Strong Plus)
- Experience working in a digital eCommerce-focused agency.