

<b>FIDRA TECH</b>	<b>JOB DESCRIPTION</b>	<b>Ref No.: FTHR01241225</b>
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## Job Title: Business Analyst

### Role Overview

The Business Analyst at Fidra Tech plays a critical role in bridging business needs and technical solutions. The role is responsible for analysing client and internal requirements, translating them into clear functional and non-functional specifications, and supporting the successful delivery of POS systems, enterprise applications, and mobile solutions.

The Business Analyst works closely with clients, product teams, developers, and project managers to ensure that solutions deliver measurable business value and meet stakeholder expectations.

### Key Responsibilities

#### Requirements Analysis & Documentation

- Elicit, analyse, and document business requirements from clients and internal stakeholders.
- Translate business needs into functional specifications, user stories, use cases, and process flows.
- Define non-functional requirements such as performance, security, scalability, and compliance.
- Maintain clear, accurate, and up-to-date documentation throughout the project lifecycle.

#### Stakeholder Engagement & Communication

- Act as the primary liaison between business stakeholders and technical teams.
- Facilitate workshops, interviews, and meetings to gather and validate requirements.
- Ensure stakeholder alignment on scope, priorities, and deliverables.
- Support change management and manage requirement changes effectively.

#### Solution Design & Support

- Collaborate with product owners, architects, and developers to ensure requirements are feasible and aligned with technical design.
- Support solution validation through UAT planning, test case review, and acceptance criteria definition.
- Assist in identifying process improvements and optimization opportunities.
- Ensure delivered solutions meet defined business and user requirements.

#### Delivery & Continuous Improvement

- Support project delivery teams in sprint planning, backlog grooming, and release planning.
- Track requirements traceability from definition through development and deployment.
- Collect feedback post-implementation to drive continuous improvement.
- Contribute to best practices, templates, and standards for business analysis.

## Cross-Functional Collaboration

The Business Analyst will work closely with:

- **Clients and Business Stakeholders** – to understand business processes and objectives.
- **Product Management** – to align requirements with product vision and roadmap.
- **Project Managers & Scrum Masters** – to support planning, scope management, and delivery.
- **Development & QA Teams** – to clarify requirements, support testing, and validate outcomes.
- **Sales & Pre-Sales Teams** – to support solution definition and proposal development.

## Key Performance Indicators (KPIs)

- Accuracy and completeness of requirements documentation
- Reduction in requirement-related defects and rework
- Stakeholder satisfaction and alignment
- On-time delivery support and scope stability
- UAT success rate and acceptance outcomes
- Effectiveness of change and requirement management

## Required Experience & Qualifications

### Experience

- 3–6+ years of experience as a Business Analyst in IT services, software development, or technology projects.
- Experience working on POS systems, enterprise applications, or mobile application projects is a strong advantage.
- Proven experience in requirements elicitation, documentation, and stakeholder management.
- Experience working in Agile/Scrum environments.

### Professional Skills

- Strong analytical and problem-solving abilities.
- Excellent written and verbal communication skills.
- Ability to translate complex business needs into clear technical requirements.
- Familiarity with tools such as **JIRA, Confluence, Visio, BPMN, or similar**.
- Strong attention to detail and organizational skills.

### Education

- Bachelor's degree in **business administration, Information Systems, Computer Science**, or a related field.
- Certifications such as **CBAP, CCBA, PMI-PBA, or Agile BA** are a plus.