**Technical Software Analyst**

Job description

The Technical Software Analyst (TSA) is a key member of the Software Analysis function. The TSA will support the business and software delivery teams across the systems lifecycle for all aspects relating to requirements and testing.

The TSA is responsible for the creation of robust and detailed technical requirements and informing acceptance criteria and test criteria alike. The TSA will ensure requirements are well formed and requirements traceability and system test plans are completed to a high standard. This includes both application development i.e. programmes of work and support activities.

Job responsibilities

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| Consultancy & Technical specialism | Providing advice and recommendations to the business in terms of analysis of current system functionality based on expertise and experience across one or more specialist technology, technique, method, product, or application areas. |
| Technical Systems Analysis | The definition of requirements for improving systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of information and communication systems. |
| Technical Requirements definition | Contribute technical aspects of business functional and non-functional requirements to a level that enables effective delivery of agreed changes. |
| Testing definition and Management | Support the planning, design, management, execution and reporting of tests, using appropriate testing tools and techniques and conforming to agreed standards and regulations where applicable. Testing includes the creation of test cases, test scripts, test reports, test plans, etc. for all appropriate test phases to measure and improve the quality of the software being tested. |
| Data management | The management of data and information in all its forms and the analysis of information structure (including logical analysis of taxonomies, data and metadata). The development of innovative ways of managing the information assets of the organisation. |
| Application support management | The management and prioritisation of Incident (IR), Service (SR), Problem (PR) and Change (CR) records and the requisite providing of Subject Matter Authority (SMA) advice or training to users, or specifying changes to systems and or data with applicable updating of documentation and system's developers and/or with colleagues specialising in different areas of IT. |
| System Design Support | The support of the design function through provision of the technical functional and non-functional requirements into a traceability matrix and the review of the specification and design to meet defined business needs. |
| Workload management | Manage own workload and be proactive in alerting supervisory or management when new work items are needed. |
| Software configuration | Designing and deploying software product configurations into software environments or platforms. |
| Project management support | **Support the delivery leads by providing inputs and guidance on project management processes, procedures, tools and techniques.** |

Key Skills & Experience

Essential

* Business, IT or other applicable honours degree or 3 years’ equivalent experience
* Broad business process and systems knowledge
* Experience of Azure Dev Ops for requirements and test work items
* Creation of technical test packs
* Technical Requirements Analysis and acceptance criteria
* Technical Requirements Documentation
* Data analysis and applicable SQL\SOQL and\or ETL packages
* Stakeholder management of both internal and external personnel

Desirable

* Experience in a previous BA or technical BA role
* BCS Foundation Certificate in Business Analysis or equivalent certification
* Knowledge of pick, pack and dispatch and general warehouse operations
* Knowledge of the Infor M3 or similar software packages

Person Profile

* Excellent Interpersonal skills, including both verbal and written communication
* Able to comprehend complex issues and pro-actively propose solutions articulating technology decisions and considerations
* Able to manage time effectively and work efficiently, both with and without direct supervision
* Positive thinker with a desire to improve the stakeholder experience and resolve issues
* Ability to look forward and find areas of improvement that have a direct benefit to our stakeholders
* Flexible to changing requirements and business needs
* Excellent analytical and troubling shooting skills