**Software Analyst**

Salary

£27,000 depending on experience

Job description

The Software Analyst (SA) will support the business and software delivery teams across the systems lifecycle for all aspects relating to requirements and testing as well as supporting timely fixes to known data or other problems relating to service, incidents or change requests as well as the IT program of work.

The SA will be responsible for ensuring consistent and clear user requirements, traceability and system test plans are produced as well as training or other documents following standards set out for the IT Analysis function.

Job responsibilities

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| Application support  | 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. |
| 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. |
| Data Analysis | The analysis of information structures (including logical analysis of taxonomies, data and metadata). The development of innovative ways of managing the information assets of the organisation.  |
| Requirements definition and management | The definition and management of the business goals and scope of change initiatives as well as the specification of business functional and non-functional requirements to a level that enables effective delivery of agreed changes. |
| Testing definition and Management | 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.  |
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| Consultancy & Technical specialism | Providing advice and recommendations to the business in terms of analysis of current system functionality etc. based on expertise and experience across one or more specialist technology, technique, method, product or application areas.  |
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| Relationship management | Building of and ongoing management of relationships with and between key business and IT stakeholders.  |

Key Skills & Experience

Essential

* Business, IT or other applicable honours degree or the equivalent work experience
* Experience in a previous BA/SA role
* Requirements Planning and Estimating
* Requirements Management including Elicitation, Analysis, Validation, Documentation
* Varied Business process and systems knowledge
* Relationship management including Negotiation, Influencing and persuasion skills
* Meeting / Interviewing and Facilitation skills
* Active listening skills

Desirable

* BCS Foundation Certificate in Business Analysis or equivalent certification
* Experience of Azure DevOps/Team Foundation Server (TFS) for requirements and test artefacts
* SQL skills for Data analysis tasks
* Understanding of Salesforce platform
* Understanding of Website and digital selling platforms
* Understanding of ITIL standards (ITIL V3 Foundation)
* Experience working in a Software Delivery Life Cycle (SDLC) environment
* V-Model or similar SDLC Testing experience
* Presentation skills
* Full UK Driving License

Person Profile

* Excellent verbal, written and communication skills
* Excellent Interpersonal skills, specifically working with your team, customers, and senior management
* Able to manage time effectively and work efficiently, both with and without direct supervision
* Positive thinker with a desire to improve the customer experience and resolve issues
* Ability to look forward and find areas of improvement that have a direct benefit to our customers