

Business Analyst

We are looking for an experienced Business Analyst to join our team. This position will be in constant touch with higher management as well as a large number of international clients. You will be able to have a significant impact on improving our internal processes as well as help shape how our company is perceived externally. You will be in charge of improving quality as well as efficiency across the company.

Requirements

- Advanced English level (C1);
- A background in IT;
- Knowledge about project management methodologies (Waterfall, Agile-Scrum, Kanban);
- Excellent communication and interpersonal skills;
- Well-organized and committed;
- Creative and energetic;
- Strong moral values and discipline;
- Excellent time management skills and ability to multi-task and prioritize work;
- Attention to detail and problem-solving skills;
- Strong organizational and planning skills in a fast-paced environment;
- A creative mind with an ability to suggest improvements;
- Knowledge about Software Design;
- Knowledge about corporate strategy and operational processes;
- Knowledge of client relations and PR;

Main Responsibilities

- Determine
 - operational objectives by studying business functions;
 - gathering information;
 - evaluating output requirements and formats;
- Write and exchange documents with existing or potential clients;
- Construct workflow charts and diagrams; studying system capabilities; writing specifications;
- Improve systems by studying current practices; designing modifications;
- Recommend controls by identifying problems; writing improved procedures;
- Define project requirements by identifying project milestones, phases and elements, forming a project team, establishing a project budget;
- Monitor project progress by tracking activity, resolving problems, publishing progress reports, recommending actions;

- Maintain user confidence and protect operations by keeping information confidential;
- Prepare technical reports by collecting, analyzing and summarizing information and trends;
- Contribute to team effort by accomplishing related results as needed;
- Validate resource requirements and develop cost estimate models;
- Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports;
- Understand and communicate the financial and operational impact of any changes;
- Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes;
- Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement;
- Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues;
- Troubleshoot and deal with client complaints;

Examples of micro-responsibilities

- Write project descriptions;
- Manage client RFPs or RFIs;
- Manage project proposals and contribute to the content;
- Initiate contact with potential clients or partners;
- Write a template for a client profile;
- Help with building scope of work documents;
- Deal with a client's complaint and take the required actions to rectify any problem;
- Contribute to writing effort estimations for new projects or features;
- Contribute actively to improving company processes;
- Contribute to shaping and improving the external and internal image of the company;
- Work with our online platforms (Redmine, Quantum, HR) to produce reports;