

# Business Analyst

The Business Analyst provides business analysis services to external FSB partner internal stakeholders. Working closely with all relevant business units, the Business Analyst will gain in-depth understanding of customer's business strategy, processes, services, roadmap and the context in which the business operates.

The Business Analyst is responsible for reviewing assigned business processes from end-to-end to identify and address operational, financial and technological risks. Identify opportunities to improve efficiency. Responsibilities will include a full range of activities from initial onboarding of clients, scoping existing client change requests and internal product requirements.

## Responsibilities:

- Eliciting and documenting business requirements and solution designs.
- Ensuring clear communication and understanding of requirements with technical and business audiences
- Ability to influence and empathize with stakeholders
- Ability to facilitate requirement gathering sessions and requirements workshops with cross-functional stakeholder groups and technical teams
- Ability to adapt and explore as new needs are elicited, new ideas developed and results are reviewed
- Documenting requirements and liaising with technical delivery teams to enable generation of technical specifications and estimates.
- Working closely with Project Managers to breakdown and define work in delivery sprints.
- Leading or contribute to the successful delivery of complex initiatives
- Ability to identify and implement process improvements

## Requirements:

- Must have experience working on large scale implementation projects as well as handling day-to-day operational requests from the business
- Experience onboarding new clients, helping define the minimal viable product (MVP) to enable launch.
- Strong ability to successfully manage multiple tasks at any given point, strong relationship building skills & communication skills



- Solid and repeatedly demonstrated problem solving abilities and evidence of use analytical skills to determine future actions and assess past decisions
- Experience of working in a B2B environment and of working with account teams, clients and end customers
- Excellent oral and written communication skills, including the ability to communicate with various departments and ensure expectations are aligned.
- Developing successful partnerships and productive relationships with stakeholders at all levels
- Experience within an online and/or retail gaming environment is a distinct advantage.

### Person Specification:

- Ability to deliver targets in a timely manner and communicate changes and risks.
- Ability to work in a fast-paced environment, and to tight deadlines whilst maintaining quality
- Confident and able to speak out against the crowd and support their opinions with strong reasoning, analysis and evidence
- High levels of attention to detail are required as the role is accountable for end results and must get the small things right
- Able to think on the go and adapt quickly to changing demands

Please submit your resume via the FSB website:

<https://fsbtech.com/careers/>