JOB SPECIFICATION

Business Process Analyst
Based in Bryanston, Johannesburg

Sureswipe is disrupting the payment industry making card acceptance easy and accessible to all independents retailers. We are a results driven organisation where high performance is acknowledged and rewarded. An entrepreneurial and self-learning mind-set is encouraged and individuals who take the initiative are recognised and appreciated.

At Sureswipe we do things differently because we know that no two businesses are alike and in order to stand out we need to offer a consistent experience and tangible value. Our vision is to become the favourite payments service provider to all independent retailers across South Africa. Why? Because they work so hard at building and growing a business, that they shouldn't have to work hard at getting paid. To deliver our consistent client care means that we are passionate about our people. Investing in those who take the initiative and who understand and are acceptable to the changing dynamics of a business. If you're a determined self-starter with a curious and pro-active nature then Sureswipe is a fit for you.

Our organisational atmosphere is fast paced and energetic albeit sometimes a little noisy. We have a start-up culture and often have fun. Our team is passionate about client experience and are determined to make a difference in the lives of independent retailers by helping their business grow and succeed. In short, we burn for independent retailers.

PURPOSE OF THE ROLE

To contribute to achieving the company goal of building the business for scale. This involves identifying and measuring inefficiencies, overseeing projects to re-design or streamline processes and solutions and measure the resulting business value

EXPERIENCE

3+
Years minimum experience

SKILLS

- Business Analysis experience in an IT environment preferably Payments industry
- **Strong** business process design and reengineering and documentation skills
- **Strong** knowledge of business process modeling methodology and tools e.g. BPMN, Visio
- Ability to be adaptable and flexible in a fast changing environment
- Proactive; strong negotiation skills; set and keep to commitments; project management skills; manage teams without direct authority; change management
- Good analytical and problem-solving skills

QUALIFICATIONS

- Degree in Information systems / Informatics (Bcom or Bsc preferred)

ROLE DESCRIPTION

- Must be able to work within a team structure
- Engage at a conceptual level with internal teams; sales, operations, marketing, client services and executives to understand and distil business requirements ensuring that the business requirements are delivered in the implemented solution
- Work with the relevant business stakeholders to understand the requirements, facilitate solution exploration, develop the Business Requirement Specification(s) document and obtain consensus
- Host and facilitate workshops to elicit detailed business and functional requirements
- Take end-to-end responsibility of delivering the system, product or process by working with development teams (internal or external) and users.
- Co-ordinate and control medium/large sized projects by monitoring all potential impacts and presenting clear concise status reports throughout the complete development lifecycle, thereby ensuring project success and early risk detection and mitigation
- Create business cases and business requirements specification document to confirm clarity of business needs and scope
- Create the functional requirements specification document to translate the business requirements into functional requirements
- Present functional requirements specification to all stakeholders to validate the requirements and solution
- Review the technical design to check that all requirements are included
- Create the test plan and test cases. Review the test cases to ensure that it covers all scenarios related to the functional requirements
- Assist and support business operations, with the 'As Is' and 'To Be' process mapping when changes to operational policies, procedures and processes occur
- Proactively identify opportunities to continually optimise and streamline business processes and solution design
- Multi-skilling oneself across teams, work areas and develops business analyst, project management and administrative skills
- Continually evaluate implemented solutions, where applicable, ensuring the package is in line with the client's strategy
- Regular communication with the users and peers to assess risks of system projects in progress, to ensure system solutions satisfy clients requirements
- End to end project management including implementation, training and changement

LONG TERM POTENTIAL OF THE CANDIDATE

Growth opportunities at Sureswipe are wide and varied. We are a dynamic and growing company that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities in group companies to those wishing to expand their horizons.

REFERENCE REQUIREMENT

External applicants must supply 2 current references (minimum 1 written) at the time of interview.