

**BUSINESS ANALYST BANKING: D1  
INFORMATION TECHNOLOGY DEPARTMENT**

**ITHALA SOC LIMITED  
DURBAN HEAD OFFICE  
REFERENCE NUMBER: SG18050**

**An exceptional opportunity awaits a dynamic individual with the right qualifications and experience to join the project team(s) in role of banking business analyst in:**

- Ensuring translation of business vision and intent into product design,
- Documenting business and solution functional requirements through a structured process,
- Ensuring that the business requirements are delivered in the resultant technology solution,
- Converting business requirements into a technical solution,
- Ensuring that a technical solution has the key artefacts to deliver a technical specification,
- Ability to lead a development team in delivering the business solution,
- Testing and validating the functionality of the technical solution against the business requirements,
- Connecting the solution business model to Ithala's enterprise architecture,
- Working with multiple business units and multiple teams that require integration,
- Building and maintaining strong relationships with business clients and acting as consultant on solution projects, and
- Representing Divisional IT Manager if necessary in an advisory capacity.

**The successful candidate's duties will include the following:**

**1. Business case development**

- Identify and highlight opportunities for improvement.
- Act as a consultant to the client on the application.
- Provide advice when a requirement is raised that does not fit in with the business strategy.
- Participate in client planning forums and advise on solutions.
- Challenge the business in their thinking, especially to understand the intent of the business requirement.
- Assist business in articulating the benefits they wish to derive from the solution.
- Facilitating the development of a Business Case; this may include a financial analysis

**2. Customer requirements specification (BRDs) development**

- Follow a structured process to understand and document client requirements.
- Facilitate activities like interviews or JAD sessions to expand the understanding of the business requirements.
- Perform analytical tasks, data extracts, run queries or any other form of analysis to gather information.
- Following up with clients to clear up ambiguity and possible misunderstanding; documenting the requirements in a Business Requirements Specifications (BRS) document (which may include UML models, business process documents).
- Ensuring alignment between the Business Case and the BRS.
- Manage the quality of the documentation produced by the members in his or her team.
- Review the functional requirements with the client, using appropriate formats such as presentations and walk-through discussion.
- Obtain sign-off on BRDs.

- Conduct peer reviews of other business analysts' requirements specifications.
3. Functional requirements specification (FRDs) development
- Validate the functional solution; this involves interpreting the BRD into a set of Functional Requirements Specifications (FRDs).
  - Apply knowledge of the system, interfaces and dependencies to highlight integration aspects that must be considered. Identify a set of stakeholders that need to be involved in creating and validating the FRDs.
  - Interview business and technical owners, as well as experienced members of the development/configuration team.
  - Build and demonstrate GUI prototypes, to validate the designs.
  - Utilize a range of techniques such as JAD, interviews, observations, questionnaires, GUI prototyping, benchmarking, data modelling, focus groups, and state diagrams.
  - Highlight risks and benefits of alternative solutions.
  - Provide advice to business on the impact of implementing the solution, specifically risk associated with resourcing or secondary impacts such as training needs and post-production support.
  - Advise on compliance and legislative considerations.
  - Identify and design a set of test cases/scripts, test scenario's and test data sets to accompany the BRDs. Validate the FRDs and Test Basket with the client and identified stakeholders and obtain sign-off.
4. Solution proposal
- Review the approved BRDs and FRDs with the development (or solution configuration) team.
  - If required, revert back to client or other stakeholders if technical issues require business decisions in order to proceed.

**The following entry requirements must be met in order to be considered for this position:**

- BSc (Computer Science), B Comm (Informatics/IM/Business Science), B Tech (IT/IM/FIS) or National Diploma (IT/IM/FIS).
- Experience and working knowledge of the following technologies/methodologies/notations
  - UML,
  - BPMN using ARIS BPM/A or Metastorm BPM/A,
  - BABoK, and
  - PMBoK/PMI.
- Experience and knowledge in areas such as:
  - Process analysis/engineering
  - Retail banking solutions
  - Enterprise resources planning solutions
  - Content management solutions
  - Customer relationship management solutions
  - Business intelligence/analytics solutions
  - Data quality/migration
  - e-Business/e-Commerce
  - Enterprise systems management solutions
  - Service oriented architecture solutions
- Minimum of five (5) years IT experience and a minimum of five (5) years as a business analyst within a banking or financial services environment.
- Business analysis certification will be an added advantage.
- Basic project management principles, business writing skills, presentation and facilitation skills
- Software testing pack design, functional testing

- Customer service orientation, result orientation, conflict resolution, negotiation skills
- Time management, professional communication (written, verbal/presenting and listening)  
Creativeness, innovation, stress management, assertiveness, tenacity

**All Short listed applicants will be subjected to assessments, references and credit checks.**

**ITHALA EMBRACES THE PRINCIPLES OF THE EMPLOYMENT EQUITY ACT**

**CLOSING DATE: 20 JULY 2018**

**INTERESTED APPLICANTS MUST FORWARD A DETAILED CV; CERTIFIED COPIES OF QUALIFICATIONS AND ID DOCUMENT BY E-MAIL TO [HR\\_recruitment6@ithala.co.za](mailto:HR_recruitment6@ithala.co.za). KINDLY ALSO INCLUDE A MOTIVATION OF HOW YOU MEET EACH OF THE ENTRY REQUIREMENTS LISTED ABOVE AND QUOTE THE REFERENCE NUMBER FOR THE POSITION.**

**PLEASE NOTE:**

- **LATE APPLICATIONS AND APPLICATIONS WITH NO REFERENCE NUMBER WILL NOT BE CONSIDERED.**
- **E-MAIL USERS ARE REQUESTED TO SET THE DELIVERY OPTION ON BOTH "RETURN RECEIPT" AND "CONFIRM DELIVERY".**
- **CORRESPONDENCE WILL BE LIMITED TO SHORT-LISTED CANDIDATES. ALL SHORT-LISTED APPLICANTS WILL BE SUBJECTED TO ASSESSMENTS, REFERENCE AND CREDIT CHECKS. IF YOU HAVE NOT BEEN CONTACTED WITHIN 1 MONTH OF CLOSING DATE OF THE ADVERTISEMENT, PLEASE ACCEPT THAT YOUR APPLICATION HAS BEEN UNSUCCESSFUL.**