



## ROLE PROFILE

### Business Analyst

#### Why do we have this role?

*Resonate's vision is to create a truly connected rail network, using our deep technology expertise and rail industry experience to deliver game-changing solutions that meet transport challenges across the UK and beyond. We are a company that is excited by the possibilities offered by technology and are driven by improving experiences for passengers globally.*

*We are creating, building, implementing, and supporting digital platforms that deliver operational management and decision support to improve the quality of customer journeys across the rail network.*

*We are looking for individuals who are passionate about modern IT practices and technologies, to take our products into service and then provide the quality of support that together with great design and development, will see our systems used and loved by our customers. Capable of understanding complex technical implementations and low-level concepts, you will be able to quickly build relationships and communicate effectively with our customers, and our own technical staff.*

*As part of our Business Analysis team, you will be responsible for defining the software solution for our clients/product stakeholders by analysis of the relevant business models and requirements, processes, work-streams and flows of data - capturing and agreeing the requirements for translation into specifications for incremental delivery.*

*You don't need rail background - experience in systems that provide essential business services is key.*

#### What are the key objectives?

- Responsible for the capture, analysis, and documentation of requirements for software projects, working closely with clients/product stakeholders.
- Translate requirements into Product epics, features, and user stories as well as highly specified project briefs in collaboration with our development teams.
- Determine and specify the who/what/why, acceptance criteria, information flows, processes, and data structures to meet functional and non-functional requirements behind a business problem or opportunity.
- Liaise with appropriate company and client representatives to shape logical and innovative solutions to complex problems.
- Manage the interface with the clients/stakeholders, both internal and external, to support the delivery of project lifecycle components using established methods, techniques, and tools, particularly requirements change management.
- Work closely with end users and the development teams to devise more efficient and effective business processes, including working with related projects to understand and manage project dependencies and gain efficiencies where feasible.
- Undertake activities in accordance with Company policy, procedures, and practice, paying attention to safety and security requirements/instructions, considering both the Company position as well as the client when devising a solution which is fit for purpose.

#### Top Operational Relationships

- Head of Analysis (reports to this role)
- Clients, product stakeholders and end-users to determine and understand their business/needs





# resonate

- Project Management and Software development resources
- Technical Architecture/Technical Strategy teams

## **Person Requirements**

### ***Personal Attributes***

- Excellent analytical, troubleshooting, and problem-solving abilities
- Effective stakeholder management
- Ability to work collaboratively following the principles of Agile software development
- Detailed knowledge of Software Development lifecycles, from delivery or consultancy perspective
- Significant business analysis experience in a software development role, in bidding and delivery
- Experience of working in a structured environment, with quality assurance and peer reviews
- Facilitation of workshops and interviews
- Thorough, up to date understanding of IT consultancy approaches, tools, and techniques
- Ability to work on multiple projects concurrently
- Willingness to travel in UK and overseas is essential

### ***Technical Experience***

- Requirements Analysis; documentation, traceability, and change (functional and non-functional)
- Object-Oriented Analysis and Design (OOAD) experience
- Extensive practical experience with UML for software design and review
- UX/UI requirement gathering
- Requirements management tools, ideally Enterprise Architect
- Business process, workflow, and data modelling
- Business Process Re-engineering
- Producing project feasibility reports, and presenting proposals to clients

### ***Academic and Professional Qualifications***

- Ideally educated to degree level or equivalent experience
- ISEB Diploma in Business Analysis is desirable
- International Institute of Business Analysis membership is desirable
- IIBA® Agile Analysis (IIBA®-AAC) or similar Agile certification is desirable

## **Our Values and Behaviours**

At Resonate it's the 'how' we do things together with the 'what' we do that differentiates us. We want our people to engage with our vision and display our values and behaviours in their day-to-day activities.

We have adopted a flexible, hybrid approach to work location - talk to us about your preferences. If your role is based at one of our offices, you will still have the opportunity to work from home and may also be required to do so. This may be on a permanent basis (full or part-time) or at such times as the Company may require, for example in an emergency or pandemic context.

