

Job Title: Business Analyst – Group NBT (UK)

Department: Development, London

Salary: Disclosed upon application

Introduction

Group NBT plc is a leading provider of domain names and Internet-related services. Established in 1995, the company has registered hundreds of thousands of domain names and hosts thousands of websites. With a wide range of services, Group NBT's clients come from many industries and include well-known companies including over 30% of the FTSE 100.

Group NBT plc currently has over 290 employees worldwide, with offices in London, Cambridge, Copenhagen, New York, Nice, Munich, Zurich, Oslo, and Stockholm. With five market-leading brands, Group NBT plc is now made up of the following:

- **NetBenefit**; providing high quality managed hosting services to SMEs in both the UK and continental Europe;
- **NetNames**: providing corporate domain name management to large organisations through its industry leading Platinum Service, which is now used by over 30% of the FTSE 100 and **Speednames Business** who offer the same service across northern Europe and the Scandics.
- **Easily.co.uk** and **Speednames.com**; top providers of cost effective web hosting and domain name services to European businesses and consumers.
- **Ascio**, which is responsible for the provision of domain name services indirectly through more than 300 partnerships. These partners primarily include telecom operators, web hosting companies, internet access providers and IP law firms.
- **Envisional**; solutions offering a suite of services that protect businesses from online counterfeit activity, fraud, piracy and offer ongoing brand monitoring solutions

Brief Overview

Group NBT's business is underpinned by several in-house IT Solutions written over the last 10 years. Group NBT has an extensive programme to enhance and replace its software estate with in-house or third party applications. A new role of Business Analyst has been created to support the Project Management Team to assist with improvements to both the quality and delivery times for software projects.

The role will be wide ranging and, as part of a small team, the post holder can expect to engage in some project management and testing activities.

The role will be based in the Group's London HQ. Travel to the Group's offices in Europe and possibly North America should be expected. Trips will be short in duration with the frequency determined by the prevailing work programme.

Responsibilities

Business Analyst Role Description

- To develop a sound knowledge of the Groups businesses; analyse, document, propose solutions and review planned solutions to business problem spaces across all Group Systems.
- To liaise with business managers and other business users to understand and document business requirements and then manage these.
- To work with business owners, software development and infrastructure teams to develop optimal solutions.
- To develop complete and accurate business models including process, data and organisation.

Business Analyst Working Relationships

- Work with project sponsor to understand and document project objectives and scope.
- Work with business owners from the business areas to understand current processes and to document and prioritise requirements.
- Work with development and infrastructure teams to communicate business objectives and requirements, make decisions on delivery options and produce delivery costs and timescales.
- Understand dependencies between projects and advise colleagues and business representatives of these as appropriate.
- Work with project manager/s to plan analysis work and highlight risks and issues.
- Work with Finance to define accurate, meaningful and measurable business cases.
- Work with the business owners to define acceptance criteria.

Business Analyst Deliverables

- Project initiation documents defining high-level scope.
- Support business managers with the preparation of Business Cases when required.
- Create diagrams, specifications and other artefacts describing requirements, processes and information flow.
- Detailed requirements that enable the chosen solution to be developed and tested with minimal analysis support.
- User Acceptance test plans.
- Business models incorporating process and data models.

Skills and Experience

Essential

- Experience as a Business Analyst on internal, corporate and consumer facing applications
- Proven experience using appropriate diagramming tools and Microsoft Office applications to create PID, Specification and other documents.
- Experience working with members of the Business at all levels
- Demonstrable commitment to project delivery; prepared to support testing and deployment activity when necessary.
- Have a can do attitude; innovator
- Highly effective written and verbal communication skills; must be able to speak English clearly; must be able to concisely explain business problems or solutions both in writing and verbally.
- Can write simple SQL Queries; comfortable working with Databases and Report Writing tools.
- Experience running user workshops.

Desirable

- Agile Experience, particularly with Agile XP, Scrum or DSDM.
- Project Management Experience.
- Experience leading UAT or general Quality Assurance Work.
- Hands on Development Experience at some point in their career; comfortable reading code when required.

What are they doing now?

- **“junior” BA looking to take the next step up**
- **Contract BA looking for a permanent role**
- **QA/Developer looking to branch out into a bigger role**
- **An Experienced BA in a large corporate looking for clearer connection between own activity and deliverables.**
- **“Resting” but keen person with relevant skills looking to return to work.**
- **Will not have worked for an outsourcing house, especially any from Eastern Europe or India**

