

Business Analyst

JOB DESCRIPTION

NOVEMBER 2021

TRANSACTIONJUNCTION.CO.ZA

About us

If you live in South Africa and make regular card or digital payments, chances are, you regularly use Transaction Junction's platform. We are a Switch, meaning we create the connection between all the necessary parties involved in a transaction to ensure that it is done quickly, securely and that the regulatory requirements are taken care of. We are a proudly South African company, based in Century City, Cape Town, with around 90 amazing employees who all work together towards a common goal.

We process more annual transactions than any of our competitors (in excess of 2 billion), have had zero downtime since 2013, we integrate into over 50 POS systems, and support over 45 payment methods to ensure that payment acceptance is never a limit for our customers. We have great relationships with our customers, the banks, our payment partners and importantly, our fellow team-mates.

We continuously develop our technology to deliver a reliable and industry-leading product offering for the ever-changing payment landscape, and we pride ourselves with excellent customer service. We don't accept limitations to what we can achieve and if the available technology has not caught up, we create our own.

We check all the boxes...Discovery Medical Aid, Group Life Insurance, job stability, competitive salaries, educational advancement assistance, our own in-house barista, free lunches and drinks on Fridays, a fully functional kitchen, an open-door policy, and a fantastic company culture.

We are employee-focussed and reward, empower and uplift our staff. We believe that our people are our greatest asset, and that happy employees deliver the best quality work. We work hard, we celebrate the wins and we believe in the power of teamwork.

50 Reasons

why we love working at TJ

We asked our staff what makes TJ an awesome place to work, and this is what they said...

1. Fantastic team culture across all areas
2. Retirement fund
3. Discovery Medical Aid
4. Group Life cover
5. Competitive remuneration
6. Disability cover
7. Funeral cover
8. Annual bonuses
9. Long term incentives
10. Job security (even during the COVID-19 pandemic, our business has thrived, and there was not a single retrenchment)
11. We continually reward, promote, and upskill our staff
12. COVID-19 compliant (we have sanitisers everywhere, wear masks, test temperatures, employees log their health status through the Comply app, practice social distancing etc)
13. Work from home option
14. Educational advancement assistance
15. No clock watching
16. Open communication channels
17. Annual leave, study leave, family leave, parental leave, sick leave, and you get the day off on your birthday! (or any day during your birthday month)
18. We have our own in-house Barista who makes free world-class coffees and hot chocolate
19. Free lunches every Friday
20. Regular company social events
21. Friday drinks
22. We believe in the power of teamwork
23. Beautiful office environment with scenic views
24. Fully functional kitchen
25. Freedom of Religion and Culture, and respect for one another's beliefs
26. Flat company structure
27. Help is there whenever it is needed
28. "Even though leadership is as old as the hills, they are still young at heart"
29. Casual dress code "Wear whatever you want Mondays Tuesdays Wednesdays Thursdays Fridays"
30. Continuous internships
31. Supports local NGOs without thinking twice!
32. Management development
33. Continuous growth of people and processes to ensure that we remain current
34. Healthy company wellness program
35. We take part in MyRun
36. "One of our GM's has the wit of John Cleese and the other has the fashion sense of Miley Cyrus"
37. Cool company-branded kit
38. Open plan office with private break-away rooms
39. Plenty of parking with friendly security guards
40. Very central office, close to highways and Canal Walk for convenience
41. Options to study and better ourselves and improve our knowledge
42. There is a real focus on innovation
43. Great colleagues - they are truly awesome
44. "I have never worked at a company that is this interested in its customers"
45. We have a strong mission statement and live by it
46. Open door policy when wanting to speak to the MD or GM's
47. We are one team, and we all feel the joy and pain when things go well and when they go wrong
48. We truly have a genuine care for people
49. Although growing at a rapid rate, the family feeling has never left the building
50. We own our responsibilities and take pride in our company

JOB PURPOSE

Understanding the business requirements, and through a structured process, modeling, validating and translating it into business requirement specifications that are translated into detailed functional specifications that undergo business stakeholder review.

RESPONSIBILITIES

REQUIREMENTS MANAGEMENT

- Gather business requirements and translate them into functional requirements for improvement and enhancement.
- Meet with users to gather requirements for project definition.
- Manage multiple initiatives simultaneously.
- Elicit requirements using interviews, data analysis, business process descriptions, use cases, scenarios, business analysis, and workflow analysis.
- Become a subject matter expert on our data, processes, and business methodologies.
- Collect multiple streams of data and decompose them into concise specifications.
- Develop requirements according to documentation standards.
- Analyse existing procedures and evaluate requested requirements to identify system changes and improvements.

BUSINESS ANALYSIS ACTIVITIES

- Decompose high-level business requirements into an appropriate level of business rules and detailed user, functional, and non-functional requirements using alternative views such as flows, diagrams, models, and use cases when applicable.
- Perform business impact analysis with line managers on any change that is imposed on the current environment
- Measure and baseline all current main value chains' performance and comparison of the To-Be process performance
- Provide and identify opportunities for optimisation
- Carry out feasibility and assessment work for proposed and current projects to contribute to the development and continuous review of business cases.
- Delivery and engagement within the project pipeline
- Improve processes within the organisation to increase the level and quality of service provided to internal and external customers.
- Deliver a solution that helps the organisation operate efficiently, minimizing operational costs and maximizing profitability.

BUSINESS PROCESS MAPPING

Maintain an agreed set of artifacts and lead business process mapping and efficiency work, including methodology and approach, workshop facilitation, and maintenance of appropriate business process and enterprise-wide requirements, to support the wider change agenda.

CHANGE MANAGEMENT

- Collaborate with technical experts and business units to determine the best possible reporting mechanisms.
- Be a liaison between Product Development, Technology, and internal business units including Customer, Go To Market, Sales, Operations, Fraud, Risk and Compliance.
- Collaborate with technical staff to determine system specifications and requirements.
- Counsel and advise users on system capabilities and processes.
- Manage and coordinate all change activities within project.

SELF-MANAGEMENT

- Follow through to ensure that personal quality and productivity standards are consistently and accurately maintained.
- Demonstrate consistent application of internal procedures.
- Plan and prioritise, demonstrating abilities to manage competing demands.
- Demonstrate abilities to anticipate and manage change.
- Demonstrate flexibility in balancing achievement of own objectives with abilities to understand and respond to organizational needs.

BEHAVIOURAL COMPETENCIES

MANAGES COMPLEXITY

Makes sense of complex, high quantity, and sometimes contradictory information to effectively solve problems.

OPTIMIZES WORK PROCESSES

Knows the most effective and efficient processes to get things done, with a focus on continuous improvement.

ENSURES ACCOUNTABILITY

Holds self and others accountable to meet commitments.

ACTION ORIENTED

Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.

BUSINESS INSIGHT

Applies knowledge of business and the marketplace to advance the organization's goals.

COLLABORATES

Builds partnerships and works collaboratively with others to meet shared objectives.

BALANCES STAKEHOLDERS

Anticipates and balances the needs of multiple stakeholders.

DRIVES ENGAGEMENT

Creates a climate where people are motivated to do their best to help the organization achieve its objectives.

CUSTOMER FOCUS

Builds strong customer relationships and delivers customer-centric solutions.

EDUCATION

Post graduate qualification preferably with major in Business Analysis or Commerce or Project Management.

EXPERIENCE

Minimum 6-8 years' progressive experience within a financial institution. Experience within Mobile network, value added reseller, payments or finance environment.

TO APPLY:

Send your cover letter and CV through to vacancies@switch.tj or apply on <https://transactionjunction.co.za/fintech-careers/>

[TRANSACTIONJUNCTION.CO.ZA](https://transactionjunction.co.za)