

Senior Business Analyst (CRM, Web)

Department: Technology Development
Reporting to: Senior QA
Job reference: CMC05

Since launching in 1989, CMC Markets has become one of the world's leading online CFD and financial spread betting providers, with nearly 32 million trades executed annually across Europe, Asia Pacific and North America.

CMC Markets' success is founded on its ability to deliver a wide range of trading products to customers, from single equities to indices, currencies and commodities. This means our clients don't need to go to a forex broker, futures broker or a commodities broker to trade these different instruments, they can trade them all through one trading platform. CMC Markets has pioneered the development of online trading in markets around the world to become a world leading spread betting and CFD provider

PURPOSE OF ROLE:

CMC Markets are looking for a Senior Business Analyst to work embedded within a Software Development team responsible for the ongoing delivery of new features onto a CRM system, online CFD and Spreadbetting account opening forms, and various retail websites.

ROLE AND RESPONSIBILITIES

- With very strong Business Analysis skills the role will require the user to liaise with business and technical teams to develop requirements for features and create new user stories for the development team.
- With some emphasis on user interface development the candidate will be required to produce detailed wireframes for review with business stakeholders and developers.
- Once features are in development, the role will require the user to help manage the development life cycle. This involves monitoring progress of the development team, tracking story status, maintaining project/iteration plans and providing clear visibility on project status (including reporting and communicating outside of the team).
- As new features are completed by the developers the role will also require the user to carry out testing to ensure the output satisfactorily meets the original requirements before being handed over to business teams.
- The role will occasionally mean assisting the support and customer facing teams to investigate and resolve live issues.
- The individual must maintain their personal/professional development to meet the changing demands of the role, including all relevant regulatory and legislative training.
- When dealing with all customers, clients or colleagues the individual must ensure that they provide a clear, fair and consistent high quality service that presents a professional and positive image of CMC Markets.
- The individual must take all reasonable steps to ensure appropriate confidentiality.
- The individual must undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this role.

KEY SKILLS AND EXPERIENCE

- Minimum of 3 years commercial experience as a Business Analyst.
- Proven experience working on one or more CRM systems is highly desirable.
- Proven experience of working directly in a development team applying agile software development methodologies is highly desirable.
- Experience of producing user interface wireframes for business stakeholders and developers is essential.
- Financial background is highly desirable, with knowledge of Spreadbetting/CFD trading highly advantageous.
- Must be highly IT Literate and from a technical background. Good working knowledge of the following software is desirable: Jira, Visio
- Strong problem solving skills are required along with the ability to work effectively with minimal supervision, taking ownership of tasks large and small.

KEY OBJECTIVES/KPIS

- TBC upon commencement of employment

COMPETENCIES

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| <ul style="list-style-type: none">▪ Communication▪ Team Work▪ Customer Focus▪ Resilience & Adaptability▪ Problem Solving |
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Job Holder Name: _____

Job Holder Signature: _____

Manager Name: _____

Manager Signature: _____