

## Technical Business Analyst

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Not provided



Work type  
Full Time



Contract type  
Not provided

### Job details



Date posted  
**18 Jun 2021**



Expired On  
**07 Jul 2021**



Category  
**Information Technology**



Occupation  
**Business/Systems Analysts**



Base pay  
**Not provided**



Work type  
**Full Time**



Job mode  
**Permanent**

### Full job description

- **Great Remuneration + Super**
- **Small team environment that values its people**
- **Work with a partner of ServiceNow software**

#### About the Employer

Our client is an Australian cloud software consultancy company that specialises in the ServiceNow platform. Founded in 2015 they have over 10 years' experience in the Australian ecosystem. They are customer focussed and create special experiences for their clients as well as valuing innovation and ideas and seek to involve their people in everything they do.

#### About the Role:

Our client is seeking a highly passionate and talented team member who enjoys technical challenges and is eager to contribute to the design and delivery of IT solutions. Your experience as a Business Analyst, particularly on ITSM systems will hold you in good stead for this role.

You will grow your career alongside the best minds in the arena with supportive team members and you will become a part of an organisation that values their people.

#### Benefits:

- Office based & Work from home
- Competitive remuneration
- Innovative and customer orientated company
- Work with a well-known platform of IT software - ServiceNow

#### Duties:

- Client Consultation – Understanding customer needs
- Organising and facilitating workshops with customers.
- Meeting with user groups to gather and analyse end user requirements.
- Work collaboratively with the internal team (developers/consultants) to analyse, interpret, and collaborate requirements or configuration outcomes.
- Producing technical specifications to communicate user requirements in technical terms to customer stakeholders.
- Support and contribute best practice delivery.
- Involvement in project / solution technical delivery and post implementation support

**Skills and Experience:**

- ITIL v4 foundation – Required
- Understands and executes Project life cycle management methodologies
- Minimum 2 years' Business Analyst experience in project delivery-any ITSM tools-Required
- ServiceNow application - highly desirable.
- Exposure to, and experience with, Agile delivery methodologies.
- Excellent verbal & written communication with Internal and External stakeholders
- Strong Interpersonal skills.
- Business Analysis techniques
- Works well as part of a team and or autonomously
- Self-motivated, responsive and meets deadlines
- Demonstrates problem-solving skills
- Quick learner

Please note only candidates that meet our client's selection criteria will be contacted.

**Job ID: CPBAT01**