

Senior Business Analyst – Customer

Description

At MATTR we are creating tools to support decentralised identity and verifiable data. We are on the lookout for people that are passionate about emerging technology and thrive in fast paced environments. By joining our team you will be helping to develop a whole new category of tools that support the next generation of the internet – the web of trust.

The MATTR Platform is designed for global scale. As a Customer Business Analyst, you will be part of the team who work with our customers to understand scope and design solutions for their decentralised identity and verifiable data needs.

You will lead and contribute to customer workshops developing out use cases and capturing high-level requirements, and then further distil those into detailed level for input to design and specification artefacts.

MATTR values diversity in the workforce and we encourage candidates from diverse backgrounds, including those with access needs, to apply for our roles.

What you will be doing

You will

- Lead customer requirements gathering workshops and extracting and capturing business requirements in a manner that is consumable to the customer and will serve as a keystone for further technical requirement articulation.
- Generate customer use cases and user stories to simplify and exemplify the transaction journey and clearly articulate the value proposition of the MATTR solutions.
- Elicit and distil the customer business requirements, use cases and journeys into detailed level requirement artefacts ready for input to design and development
- From the customer interactions prioritise and document both functional and non-functional requirements
- Build relationships with customer business analysts and IT staff to develop confidence in the MATTR solutions
- Assisting customers with onboarding to the MATTR platform
- Participate in pre-sales, bid management and responding to RFPs
- Develop or contribute to customer-facing artefacts such as presentations and whitepapers

What are the skills and requirements needed?

You will

- Have at least 7 years' experience working as a business analyst in mix customer and internal roles
- Organisation and facilitation skills with the ability and confidence to work autonomously with customers
- Experience working with people with varied levels of technical knowledge intuiting and capturing business needs and challenges as requirements that will become input to software development activities
- Can take complex and often undocumented business challenges and problem statements break them down into solvable parts and represent them in customer and design ready artefacts.
- Great written and verbal communication, organisational, multitasking skills and will be extremely strong in story telling with using multiple techniques (graphics, video etc.)
- Ability to adapt to new technologies and learn quickly, you will have enough technical understanding to be able to articulate business solutions whilst understanding the underlying technology
- Have a natural attention to detail and be ever mindful of how your artefacts will be consumed and understood by customers and internal people
- Ability to cope with very high peak workloads, short deadlines and significant pressure and manage priorities and maintain engagement across a number of projects at various lifecycle phases
- Given the global nature of MATTRs business be flexible in working hours with ability to participate in morning or evening calls with overseas clients in different time zones (when required)

Personal and work ethics

- You are a self-starter who takes initiative, is creative, has high energy, and would thrive in a very dynamic software company.
- You are a team player who is eager to share their findings and contribute to a collective understanding – someone who is super smart and committed to making a difference - but won't trip over their ego when they turn around!
- You are comfortable with ambiguity, great at solving problems and be capable of getting thing done
- You are collaborative in style and pragmatic in approach, but you won't be afraid to make decisions where necessary to ensure quality, timely outcomes for MATTR and its customers
- You will be a natural leader with the ability to plan and lead workshops & presentations and “hold the room” with an audience of stakeholders at varying levels and skills (from CEO to architect)

Advantageous

- Awareness of Self-Sovereign-Identity, Decentralized Identifiers and the Web of Trust ecosystem
- Understanding of Oauth2, OpenID Connect and other established authentication and identity management protocols
- Experience with SaaS services, products and solutions

Sounds like you? We would love to hear from you!