

Product Management Business Analyst

Description

The prime responsibility of the business analyst (BA) is to develop business requirements for new product initiatives, new client integrations with the existing installed base product, or customizations of existing customer implementations. The BA will participate in requirements gathering from internal or external customers, analyze and fully explicate the business processes and functional requirements that are relevant to the problem domain, deepen the description of requirements in the context of current product capabilities and deployment, and produce deliverables suited for handoff to various technical stakeholders for implementation.

The BA should be experienced in producing most of the following deliverables for both the as-is and to-be conditions of the processes and systems in the scope of work:

- Narrative description of the business problem, goals, and high level requirements
- Process flow descriptions/ diagrams, UML, sequence diagrams
- Business rules
- Business object models
- Use cases
- User roles
- Analysis of process design, process commonalities, anomalies, boundary conditions, and error conditions
- State transition models
- User interface descriptions – UI scenarios, storyboards, visual workflow diagrams, other mock up or prototyping techniques
- Operational requirements
- Support and service requirements

In some cases the BA will be supporting the requirements development around changes to existing software products and services. In other cases, the BA may be assisting in development of new product proposals and business cases.

The BA will work closely with professional services consultants, account managers, the other members of the product management team, and directly with clients to gather and complete project requirements. The BA will work closely with software development, operations, IT and other technical stakeholders to hand off requirements deliverables that will be used to develop technical designs and specifications that are implementable.

The BA must be experienced in doing this work in the context of online software systems with a relational data base foundation, transaction processing services, and supporting operations and client services.

Experience

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Minimal Requirements

- Business process analysis and design – describe, analyze, recommend improvements, and conceptualize supporting information systems.
- Customer interaction – excellent communications skills in interviewing and presenting to internal and external customers
- Financial models and analysis – experience in building, analyzing and making conclusions and recommendations based on financial cost and revenue models, return on investment models and other quantitative analytical tools.
- Project management
- B.S. degree in computer science, marketing or other relevant field
- 5+ years of relevant professional experience

Desired

- ◆ Professional product management
- ◆ Negotiating skills
- ◆ MBA degree, particularly in information systems, finance, product marketing or general marketing

Language Skills

English

Location & Travel

- ◆ Work is performed primarily at CommerceHub offices. Extensive communications with customers and remote staff by email, collaboration tools and online conferences is common.
- ◆ Some out of town travel is required.
- ◆ This is an exempt position – your personal situation must enable you to work on whatever schedule is necessary to meet critical commitments. While we seek to limit work commitments outside normal business hours, ability to do that is a requirement of the position.