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<b>JOB ROLE</b>	<b>Business Analyst</b>
Location	Kew / Brentford TW8
Job Type	Full-time
Salary Offered	Competitive package and benefits

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This is a great opportunity to join a busy team working on many Magento e-commerce websites for various high net worth companies, famous museums, and many more; also responding to 50-100 inbound support requests a week for e-commerce software support.

We're on the lookout for a passionate analyst who immerses self in understanding the new trends in business and translates them into IT perspective and coordinates with IT teams for proper implementation to the satisfaction of all the stakeholders.

## About You ...

- Excellent communication skills are an absolute must for this position
- IT business analysis experience to hit the ground running – experience eliciting, analysing, validating, managing, and documenting IT system and application requirements
- Must be a quick learner, be very personable and possess excellent communication & phone presence: i.e., speak up during meetings, correctly communicate and translate requirements to the various team
- Must be a team player and must work well alongside other BAs and PMs, but must be able to work independently as well.
- Ability to work in a fast-paced environment, and the ability to document data flow
- Must be detail-oriented with high levels of accuracy
- Strong analytical thinking and problem-solving skills
- Experience in MS Office (Word, Excel, PPT, Outlook)
- Must be able to write unambiguous, clear, and verified requirements to the point where they can be tested
- Experience developing functional requirements documents (as well as knowledge of what functional requirements are)
- Experience in requirements elicitation techniques (such as interviews, mockups, meetings, document analysis, and more)
- Practical experience in or a firm understanding of Agile SCRUM and practices used by business analysts.
- Certified Business Analyst Professional - desirable

## You're Ideal If You've Done Any of the Following ...

- You've previously worked as a Business Analyst or equivalent experience working in an eCommerce related project/company
- You've got previous experience working in the marketplaces like Amazon or eBay, using Shopify, Magento or BigCommerce

## As a Business Analyst, You'll Be ...

Enthusiastic, upbeat individual who is quick to learn, has a genuine interest in online business and the skills and experience to help our clients grow their businesses. You'll also need to be able to keep up with our dynamic Technical Director, helping prioritise the department's key issues while resolving client's queries quickly and efficiently.

## Your Role Will Include ...

- Acts as a liaison between sales, business development, product management, the customer and the development team
- Understands and complies with business processes and procedures
- Information gathering
- Conducting market and product research
- Analysing business needs
- Crafting solutions to interesting business challenges
- Developing requirements
- Creating and maintaining project documentation
- Coordinating the development and quality assurance, review and updating of procedures, training and communications
- Work closely with PM/TM on understanding the scope and deliverables for projects.
- Conduct/facilitate requirements gathering workshops, documents requirements and drives the review and approval process for BRDs. This includes the as-is and to-be documentation.
- Work closely with the project technical team to create the functional requirements doc (FRD).
- Assist in Fit-Gap analysis of the current business processes with systems functionality

## What you'll need to succeed ...

Our ideal candidate would be a technically-savvy problem-solver who enjoys using their knowledge and skills to address client's enquiries. Commitment and enthusiasm for our services are essential - we expect all employees to contribute to the continuous improvement of the company and be part of our success.

## As Our Ideal Candidate, you will ...

- Possess a pro-active and positive approach to problem-solving
- Have a passion for technology, particularly e-commerce
- Possess strong communications skills (both written and oral) and be comfortable using modern technology
- Have the confidence to deal with senior level clients and members of their team
- Be able to think creatively and contribute ideas to resolving client's queries
- Be comfortable using their initiative while knowing when to escalate critical issues to their manager
- Be well organised to ensure that no client queries are lost or ignored
- Be capable of working effectively with our team of customer support agents
- Be reliable and punctual

## About 247 Commerce

247 Commerce is an e-commerce agency which designs, develops and integrates beautiful, technically advanced web shops for clients including the V&A Museum, Marks & Spencer, the National Theatre, the British Museum, Royal Navy, and multiple small and medium-sized businesses.

We're an officially accredited Magento Business Solution Partner, offering bespoke web store development services featuring highly customised integrations with client's existing software systems. [This](#) usually includes integrations with third-party ERP software, warehouse management solutions, CRM systems, payment gateways, shipping services, as well as a vast range of retail software solutions available on marketplaces.

We're also the developer of 247 CloudHub, a multi-channel e-commerce integration tool, which helps online retailers automate key operational processes, reduce costs and manage online selling operations efficiently. CloudHub's modular architecture and highly customisable features provide businesses with a single lightning-fast cloud-based system with all the tools required to scale e-commerce businesses efficiently across multiple websites and marketplaces.



We're looking for someone who combines great listening skills with a courteous manner and who is responsive to clients' needs. We do expect our employees to show commitment to the success of 247 Commerce, and in return, we offer a great package along with a strong commitment to helping you reach your career goals. You'll have plenty of learning opportunities and will work with incredible people on technically advanced e-commerce projects across the retail industry.

## How to Apply ...

You must be eligible to work in the UK and, ideally, would be a graduate or post-graduate with a qualification in Business Administration or any other degree with certification in Business Analysis.

Applications in the form of a CV, which emphasises relevant skills and experience, together with a covering email, setting out why you'd like to be considered you for this role, should be sent to: [jobs@247commerce.com](mailto:jobs@247commerce.com).

247 Commerce is an Equal Opportunities Employer. It's important to us that 247 Commerce offers an inclusive and fair workplace for everyone. We work hard to offer a flexible working environment for all. We encourage an open and supportive atmosphere, where everyone feels included.