

Senior Business Analyst

Reports to: Programme Director

Location: Toronto

March 2022

About the role

The Senior Business Analyst (SBA) will capture client requirements for configuration of our product, in accordance with the company vision, and ensure that implementation is in line with best practices. They will strengthen stakeholders' relationships by delivering our product to our customers whilst executing to the purple standard.

The SBA takes a lead role for analyst responsibilities on our key client accounts, working closely with the project and account managers to make sure we deliver for the client.

Working within a fast-growing team will offer several technical and professional challenges with rewarding outcomes.

The “superpowers” you should possess are autonomy, proactivity and problem solving.

Sound like you? [Read more.....](#)

A day in the life of a Senior Business Analyst...

- Bridging the gap between customer and product
- Capturing, documenting and clearly articulating client requirements, designing the solution, documenting and obtaining sign off
- Assisting in the effective delivery of multiple projects by understanding the client's requirements, systems and processes
- Writing and collating user stories and continuing to manage the user stories through to delivery
- Participating in technical design reviews and workshops
- Assisting with the onboarding of partners to our platform, providing support for testing and ad hoc question throughout
- Assisting with the delivery of national brand campaigns
- Supporting the Eagle Eye PM to ensure that projects are delivered on time and to budget, escalate critical issues
- Supporting the client by raising and triaging issues with the QA team during the user acceptance testing process
- Developing relationships internally with Delivery, Product and Technical Support teams, and externally with customers, partners and service providers
- Providing support to the department during the onboarding of major new clients, product road map development, new product releases, service upgrades and changes driven by new and existing customer requirements
- Developing a strong technical understanding of our own and client's systems
- **As the lead analyst for an account, work closely with the project manager to prioritise work, contribute to status reports, produce scoping documents etc...**
- **As the lead analyst for an account, work closely with the account manager to deepen client relationship and support sales efforts as required**
- **Support, mentor and coach other members of the Business Analyst team**
- **Support the Programme Director and Head of Implementation Consultants to deliver projects within the North America region**

About you

You are...

- Always encouraging continuous improvement
- A problem solver
- Commercially astute
- Able to work autonomously
- Proactive
- Influential
- Achievement driven
- Adaptable
- Customer focused
- Relentless in hunting out inefficiencies
- Decisive
- An excellent relationship builder

You have...

- Experience building excellent working relationships with key client and internal stakeholders
- A methodical approach to documentation
- The ability to manage multiple tasks and see them through to completion
- Exceptional communication skills, both verbal & written
- The ability to manage own time and prioritize accordingly to deliver for internal and external parties to tight deadlines
- Excellent problem-solving skills, and the ability to think on your feet to meet requirements under pressure
- Knowledge of API-driven and SaaS-based technology solutions (desirable)
- Knowledge of POS systems (desirable)
- Business related or any similar professional qualification / any software development qualification (desirable)

At Eagle Eye, we focus more on **HOW** you do things than **WHAT** you do, so even if you don't have all the required experience for the role, if you're the right **CULTURE** fit, we can teach you!

Is this you? In return we will give you...

- A competitive base salary
- Bonus scheme with potential to earn up to 10% of salary dependant on your own personal behaviours, achievement of goals and company revenue targets
- Flexibility to work from home/various office locations
- Generous annual leave package including
 - 25 days paid annual leave
 - 5 days paid sick leave which if unused gets added to your annual leave the next year
- Support in continuous learning and self-development
- Health care cash back scheme
- 24 hour employee assistance programme
- Access to the paid Headspace app subscription
- Mental Health First Aiders to support employee's mental wellbeing
- Employee Resource Groups focussed on underrepresented groups in Eagle Eye, including Purple Women
- Charity Committee committed to organising events throughout the year to raise money for those less privileged
- A friendly, fun, growing team of people who work hard but love to play hard too, with location specific Christmas parties and annual whole company get together hosted in the UK

Our Values



Behaving with integrity e.g. honest, collaborative, transparent, communicative, supportive, hardworking etc. is how you show your character.

This is how you earn trust.



Making wise decisions, delivering to a high standard, on time, to budget - doing what you say you will and making every day your masterpiece.

This is how you keep trust.



Use intelligence, creativity, experience and sweat to develop solutions that are excellent.

This is how we will improve as a business.



Be high energy, enthusiastic, can do, use your personality to make a difference, make shit happen, have fun and celebrate success.

This is why we'll enjoy the ride.



We only win as a team so we focus on the success of the team – it's we not me, make sure the next person succeeds.

This is how we pass the Purple forward.



Be kind, be thoughtful and ensure your actions are always enriching and never diminishing the lives of those you come into contact with.

This is the glue that binds us together.

We are purple



We look forward to hearing from you!

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