

# Hello.

## We are Eagle Eye.

The Business Analyst  
Location: Toronto / Boston  
Reports to: Head of ICs (Canada)  
Date: November 2020

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## About the role.

The purpose of a Business Analyst (BA) is to capture client requirements for configuration of our product, in accordance with the company vision, and ensure that implementation is in line with best practices. To strengthen stakeholders' relationships by delivering our product to our customers whilst executing to the purple standard. Working within a small team in our fast-growing team will offer several technical and professional challenges with rewarding outcomes.

### KEY ACCOUNTABILITIES

- Bridging the gap between customer and product
- Managing and supporting multiple small projects
- Attending client site to act as pre-sales when required
- Owning business requirements through the project delivery process
- Working with client to capture business needs
- Clearly articulating and documenting business requirements
- Assisting with the ongoing client relationship to drive satisfaction
- Participating in technical design reviews and workshops
- Obtaining input from internal teams including product, development and architecture

## TYPICAL DUTIES INCLUDE

- Assisting in the effective delivery of projects by understanding the client's requirements, systems and processes
- 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
- Capturing client requirements, designing the solution, documenting and obtaining sign off
- Supporting the Eagle Eye PM to ensure that projects are delivered on time and to budget
- Writing and collating user stories and continuing to manage the user stories through to delivery
- Supporting the client by raising and triaging issues with the QA team during the user acceptance testing process
- Escalating critical issues to the PM
- Developing positive and productive relationships internally with Project Delivery, Development and Technical Support, and externally with customers, external 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
- Develop a strong technical understanding of our own and client's systems

## About you.

### YOU HAVE

- 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 prioritise 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)

### YOU ARE

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

# About us.

One-to-one marketing to customers has always been the holy grail. In the pure-play digital world, this is achievable, meaning that customers now expect the same regardless of the channel or retailer they're interacting with. At Eagle Eye, we believe that, through technology, there is now a better, simpler and highly efficient way to achieve genuine omnichannel personalisation.

Eagle Eye offers the best-in-class personalised digital loyalty and promotions platform for omnichannel retailers globally.

We are a business run by the ex-deputy CEO of Tesco and our founder still plays a huge part in our business. We are expanding rapidly and going global, with offices now in the UK, Canada and Australia, meaning there are plenty of opportunities for progression.

We love being social and get together for beers (or soft drinks!) and snacks every Friday, as well as an annual company summer event and location-specific Christmas parties.

We have cool tech. We've recently moved to Google Cloud and we are helping our people become Google Certified. We have some huge clients such as The Warehouse Group, John Lewis & Partners, Asda, Greggs, Loblaws, JD Sports, Sainsbury's, Southeastern Grocers and Tesco.

We also like to give back, so we support local and larger charities through various events organised by our charity committee. We foster an environment promoting good mental health and now have qualified Mental Health First Aiders within the business. We create an environment in which people are empowered to create their own solutions, challenge existing methods and make their own decisions.

## We look forward to hearing from you!

### **Eagle Eye Solutions Ltd.**

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