Business Analyst

WBT is seeking a business analyst to join a customer experience team and assist with the implementation of WBT's many, diverse implementations of its leading Learning Management System software, TopClass LMS.

Ideally the role is suited to someone with a technology background who has experience in client engagements. You will need to develop a clear understanding of our customers' exact business and education challenges, helping customers to define their requirements clearly and determine how they can best be achieved using TopClass LMS. You will be expected to participate in the implementation of those requirements, assisting developers with direction and guidance, and testing the final result to ensure it meets the goals and needs of the client. You will also participate in some internal business analysis for the product development team, providing functional guidance and direction on new features in the product.

You will be a primary point of contact for internal and external project stakeholders, using your excellent communication skills to keep customers, project teams, and stakeholders informed and working toward the same goals.

As a member of the Professional Services Team, your role will be instrumental in enabling our software development teams to rapidly deliver functionality that drives customer satisfaction. You should be able to:

- **Create focus and clarity:** Help to create a clear understanding between customer and project team of the workflows, processes, and functionality required to successfully deliver the project to the customer. Encourage an environment of ownership and accountability within the team.

- **Support our customers:** Establish good relationships with customers and ensure their requirements and timelines are properly accounted for in our project planning. They should feel like you and the project team are an extension of their organization.

- **Stay one step ahead:** Be able to quantify the impact of changing requirements and timelines and work with the project team to manage the customer's expectations.

- Be comfortable working in a software development environment, understand terminology and be able to clearly communicate technical information to stakeholders and customers.

This role will be based in our headquarters in Dublin.

Business Analyst Responsibilities:

- Serve as the conduit between the customer community and the software development team through which requirements flow.

- Proactively communicate and collaborate with external customers to elicit and analyse information needs and functional requirements, map these requirements to solutions, and deliver the following project documentation as needed: Functional requirements (Business Requirements Document); Use Cases; GUI, Screen, and Interface designs.

- Assist with development reviews and final testing to ensure the functionality meets the client needs.

- Drive and challenge business units on their assumptions of how they will successfully execute their plans.

Essential Experience and Skills:

- Team player with excellent communication and interpersonal skills

- Attention to quality and detail

- Strong appreciation of the business application of software.

- Highly effective communication, listening, and presentation skills.

- Self-starter with excellent time management, decision-making, and organizational skills.

- Knowledge of SQL Server and/or Oracle RDBMS technologies

- Ability to prioritise and manage work

What WBT Systems offers:

- Opportunity to work with clients and colleagues on a global scale

- Collaborative work environment

- An excellent remuneration package

- Up to 25 days of holidays per year

- Competitive company benefits, such as flexible working hours, private healthcare, pension

Company Overview

WBT Systems develops the industry-leading TopClass LMS, named a Top 50 LMS for 2020, Best Continuing Education & Association Learning System 2019 and #1 Association Learning Management System in 2015, 2016, and 2017. TopClass LMS delivers transformative professional development experiences for association education and certification programs. With a single point of support from our in-house integration experts, TopClass LMS easily integrates with a wide variety of systems to provide efficient administration and a unified learning experience. Our focus is to support associations and training organizations in using learning technology to help drive growth in membership, increase revenues, and enhance the learning experience. We believe in truly understanding your challenges and partnering with you to ensure the success of your education programs. Learn more at www.wbtsystems.com

Fast facts:

- 25 years in business

- Customers with us for 20 years

- TopClass LMS has over 5 million users and is used in 20 languages across 23 countries

- Flexibility in all we do: approach, product, pricing, implementation

- Excellent implementation track record

- Very experienced team