

## **Name of the Role: Business Analyst – Retail Investment Platform (Cape Town)**

### **Role Description:**

We are seeking an experienced and technically proficient Business Analyst to join our Retail Investment Platform Development team. The successful candidate will work closely with cross functional teams, including developers, project managers, and business stakeholders, to deliver innovative investment platform solutions. This role requires a deep understanding of retail investment platforms, financial products, and technology, with a strong focus on requirements gathering, process analysis, and solution design.

### **Duties and daily responsibilities:**

- **Business Engagement:** Act as a liaison between business units, stakeholders, the in-house development team and other vendors, ensuring clear communication and alignment of objectives.
- **Requirements Gathering:** Collaborate with stakeholders, including business users, development teams, and product owners, to analyse, document, and prioritize business and technical requirements for the retail investment platform, ensuring a thorough understanding of needs and objectives.
- **Process Analysis:** Conduct detailed analysis of business processes, workflows, and systems to identify inefficiencies, gaps, and opportunities for optimisation that align with platform development goals.
- **Solution Design:** Work closely with stakeholders and the development team to translate business requirements into functional specifications, ensuring solutions meet business needs and objectives.
- **Technical Documentation:** Create and maintain comprehensive documentation, including business requirements documents (BRDs), functional specifications, use cases, process flows, data mapping, and user stories.
- **Platform Development Support:** Work closely with the development and QA teams to ensure requirements are properly understood, implemented, and tested. Assist with user acceptance testing (UAT) and troubleshooting.
- **Project Support:** Support the Projects Team in project planning, tracking, and management, ensuring projects are delivered on time, within budget, and to the highest quality standards.
- **Quality Assurance:** Collaborate with testing teams to ensure thorough testing of solutions, verifying that they meet business requirements and quality standards.

- Continuous Improvement: Proactively identify opportunities for process improvement and innovation, providing recommendations to enhance efficiency, effectiveness, and customer experience.
- Market & Product Analysis: Stay up to date with trends and regulatory changes in the investment platform space, providing insights to inform platform enhancements and new product development.
- Compliance & Risk Management: Ensure that all platform enhancements and new developments comply with industry regulations and internal risk management standards.

**Role qualifications and experience:**

- Bachelor's degree in Business Administration, Finance, Information Systems, Computer Science, or related field.
- Proven experience as a Business Analyst in the financial services industry with at least 5 years of experience.
- Proven experience working on platform development projects, ideally within a retail investment environment (e.g., LISP, DFM, ETF, or unit trust platforms).
- Solid understanding of investment products, trading systems, and financial instruments.
- Proficiency in requirements gathering and analysis methodologies, including Agile and Waterfall approaches.
- Familiarity with SQL, APIs, system integration, data analysis, and workflow automation tools.
- Strong analytical skills with the ability to analyse complex business processes and systems.
- Excellent communication and interpersonal skills, with the ability to effectively engage and collaborate with stakeholders at all levels.
- Solid understanding of software development lifecycle and methodologies.
- Experience working with development teams and translating business requirements into technical specifications.
- Proven ability to manage multiple priorities and deliver high-quality results in a fast-paced environment.
- Specific Certification in Business Analysis is a plus.

**To apply:**

Email: Busisiwe Ngumla at [recruit@sygnia.co.za](mailto:recruit@sygnia.co.za)



*Should you not hear from us within 14 days after submitting your application, please accept your application as unsuccessful.*

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