BUSINESS ANALYST

Santam is looking for an individual keen to make a career in the Business Analysis field at Head Office – IT Department in Cape Town (Bellville).

JOB DESCRIPTION

Understanding the business requirements, and through a structured process, modeling, validating and translating it into business requirement specifications that are used by developers to craft a technical solution.

The Principle Accountabilities for this position are:
- Work on solutions supporting multiple business areas, integration points and a large number of affected components
- Required to work under general direction within a clearly defined accountability framework
- Gather and interpret requirements from the business
- Participate in the solution design process
- Prepare the requirements specifications
- Define the success criteria for solution testing
- Analyse and decompose relevant business processes
- Performing business analysis and process improvement within assigned solution project
- Provide assistance to solution delivery on implementation and training.
- Assist (when necessary) with systems testing
- Ensure that proposed test solutions cover all aspects of delivered business specification

QUALIFICATIONS AND EXPERIENCE
- Relevant Tertiary IT Qualification or Certificate/Diploma in Business Process Analysis from industry recognized training institution
- 3 - 5 years’ experience as Business Analyst
- 2 - 3 years’ experience in the Short Term Insurance Industry
- Extensive experience in Technical Writing
- Experience in communicating with clients and facilitating workshops
- Experience in Model-Driven Design and Repository-Based Modelling tools, preferably ARIS would be an advantage

SKILLS

Technical skills:
- Business Process Modeling/Engineering based on BPMN
- Business Writing Skills
- Presentation and Facilitation Skills
- Data Modeling based on Entity Diagram Mapping
- UML
- Repository-Based Modeling tools i.e. ARIS

Behavioral Skills:
- Interest and Understanding of Insurance Business
- Facilitation Skills
- Interpersonal Skills
- Negotiating and Influencing Skills
- Ability to Delegate and Empower
- Ability to Manage own Workload and Timelines
- Conflict Management
- Coaching and Mentoring
- Motivated and Self-Driven

KNOWLEDGE
- Some knowledge as a Generalist or Specialist associated with the Short-Term Insurance Industry
- Business Change Life Cycle
- System Development Life Cycle (Waterfall, Agile, RUP)
- Quality Management
- Risk Management
- ACORD Framework, SOA, TOGAF, ARCHIMATE

Qualified applicants may submit their cover letter, CV and salary requirements in MS Word format to Zahira Williams – zahira.williams@santam.co.za.

Closing date: 4 May 2012

Santam is an authorised financial services provider (licence number 3416).