



## Business Analyst

Bidvest Insurance is a non-Life insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance was founded in 1997 and provides niche value added products to customers through its Direct Channel which operates via call centres, as well as its Affinity Channel that partners with distribution networks. Our products are designed to protect consumers and deliver exceptional service levels when our customers need us most, so that we can deliver on our purpose 'To protect everyday South Africans, against foreseeable events and their financial losses, so that we can all contribute to a better South Africa'.

We have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

Being a part of Bidvest, one of South Africa's leading services, trading and distribution groups, your career aspirations with us are only limited by your own imagination.

### Position Overview

The Business Analyst is required to assist with business core application system (AX Dynamics) and to support the business diagnosing fault areas and improving business processes in the most cost-effective way. They will be involved with the design and/or modifications of application system and or systems supporting the core system. The analyst documents and analyses business needs and requirements. By understanding the business requirements, and through a structured process, modelling, validating, and translating it into business requirement specifications that are used by developers to craft a technical solution.

### What You'll Need



#### Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



#### Energy

We operate with passion and excitement & thrive off a '**can do!- let's go!**' attitude. We believe in embracing new challenges and celebrating our wins!



#### Positive Attitude

We believe in creating a positive work environment that is enjoyable to be apart of and we look to the individuals of the company to make a **positive contribution** to our culture

## Our Values

At Bidvest Insurance, we are all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.



Our curiosity drives us to constantly improve our business



Anyone can do ordinary, we do extraordinary



Treat everyone with respect, in & outside our company



We always do the right thing, even when no one is looking



We're enthusiastic in everything we do - our energy is infectious



We're committed to understanding our customers, partners and colleagues

## Key Responsibilities and Duties

### Business analysis

- ▶ Work on solutions supporting multiple business areas, integration points and many 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 business requirement specifications
- ▶ Define the success criteria for solution testing
- ▶ Provide assistance to solution delivery on implementation and training
- ▶ Test with business users and provide sign off
- ▶ Ensure that proposed test solutions cover all aspects of delivered business specification

### Stakeholder Co-ordination or engagement

- ▶ Work with various departments to outline business processes
- ▶ Work with management to prioritize

### Reporting/Documentation

- ▶ Documenting existing and new processes
- ▶ Compile and maintain a risk register
- ▶ Manage daily, minute by minute, progress of projects as assigned
- ▶ Develops/maintains list of priorities of customer requirements for projects

### Communication

- ▶ Perform any other work-related duties and responsibilities that may be assigned from time-to-time by management

## Qualifications

- ▶ Diploma Matric
- ▶ Relevant Tertiary IT Qualification or Certificate/ Diploma in Business Process Analysis
- ▶ Post Graduate Diploma in Project Management ideal but not essential
- ▶ 2-3 years' experience in or Business Analysis environment
- ▶ Microsoft Dynamics experience (preferred)

## Knowledge and skills

- ▶ Direct work experience in Business Analysis
- ▶ Experience in risk management
- ▶ Experience in change management
- ▶ Knowledge of both theoretical and practical aspects of project management
- ▶ An analytical mindset with problem-solving skills
- ▶ Experience in using Visio, MS projects.

### Submissions:

Preference will be given to PDI candidates in line with our EE

Interested candidates to please submit their CV to: [jobs@bidvestinsurance.co.za](mailto:jobs@bidvestinsurance.co.za)

Should you not hear from us within 2 weeks from date of application, please consider yourself unsuccessful

Bidvest Insurance is an authorised Financial Services Provider

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