

## Cable & Wireless Communications Plc Job Description

<b>Job Title:</b> Business Analyst		<b>Work Level:</b> Colleague	<b>Reports to:</b> Lead Business Analyst
<b>Purpose of Role:</b> The business analyst will work with stakeholders across all CWC business units to define business processes and specify solutions which enable the business to launch new products and services and become more efficient.			
<b>Role Dimensions</b>		<b>Personal Requirements for Role</b>	
<p><b>Primary Accountabilities</b> Collect and analyse business requirements.</p> <ul style="list-style-type: none"> <li>• Define the business problem and primary objectives of new projects. Identify and validate the key business requirements.</li> <li>• Evaluate potential software solutions (including but not limited to the CWC Liberate system) and the system architecture to ensure that they meet business requirements.</li> <li>• Evaluate potential changes to business processes and facilitate implementation</li> <li>• Create functional requirements.</li> <li>• Coordinate requirements walk-through sign offs, verifying with user representatives/stakeholders that use cases and process models accurately portray specific business needs.</li> <li>• Contribute to project plans.</li> <li>• Communicate business requirements to the development team. Work collaboratively with the team to produce solutions that meets the business needs.</li> <li>• Inputting and reviewing test plans</li> </ul>		<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• 10yrs + IT experience with 5yrs + experience working for a fixed line Telecommunication company or Billing/ CRM vendor in a Business Analysis role.</li> <li>• Proven ability to analyse complex business requirements and deliver appropriate solutions.</li> </ul>	
<p><b>Significant Demands</b> Role is expected to liaise and meet with Business Units face to face regularly which will require travel (guideline: 1 week in 4)</p>		<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Good understanding of <ul style="list-style-type: none"> <li>• Telecommunication products, processes and market , technology and commercial challenges</li> <li>• Impact (and relative importance) of IT in telecoms today and in the future</li> <li>• CRM and Billing systems for telecommunications</li> <li>• Network, applications, processes and how they integrate</li> </ul> </li> <li>• Ability to write and communicate in excellent English</li> <li>• Fluency in Spanish would be an advantage</li> </ul>	
<p><b>Working Practices and Relationships</b></p> <ul style="list-style-type: none"> <li>• Build a broad stakeholder community and key relationships at all levels across internal teams and Business Units</li> <li>• Work effectively with the software development team to ensure solutions meet business requirements</li> </ul>		<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Educated to Degree level</li> </ul>	
<p><b>People:</b> No direct reports</p>		<p><b>Financial:</b> Not a budget line owner</p>	<p><b>Location:</b> Coral Gables, Miami</p>
<p><b>Interested applicants submit resume to <a href="mailto:careers@cwc.com">careers@cwc.com</a>. Please indicate the title and location of the position in the subject line of your email.</b></p>			