

Cable & Wireless Communications Plc Job Description

Job Title: Lead Business Analyst		Work Level: Team Leader	Reports to: Head of Development
Purpose of Role: Manage and coach a team of business analysts to 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.			
Role Dimensions		Personal Requirements for Role	
Primary Accountabilities <ul style="list-style-type: none"> • Create and coach a high performing team ensuring high colleague engagement through activities such as resource planning, motivation, development and direction. Drive discretionary effort and encourage an environment of continual improvement. • Collect and analyse business requirements • Define the business problem and primary objectives of new projects. Identify and validate the key business requirements. • Evaluate potential software solutions (including but not limited to the CWC Liberate system) and the system architecture to ensure that they meet business requirements. • Evaluate potential changes to business processes and facilitate implementation • Create functional requirements. • Coordinate requirements walk-through sign offs, verifying with user representatives/stakeholders that use cases and process models accurately portray specific business needs. • Contribute to project plans. • Communicate business requirements to the development team. Work collaboratively with the team to produce solutions that meets the business needs. 		Experience <ul style="list-style-type: none"> • 10yrs + IT experience with 5yrs + experience working for a Telecommunication company or Billing/ CRM vendor in a Business Analysis role. • Proven ability to analyse complex business requirements and deliver appropriate solutions. • Direct team management experience. 	
Significant Demands Role is expected to liaise and meet with Business Units face to face regularly which will require travel (guideline: 1 week in 4)		Technical Skills <ul style="list-style-type: none"> • Good understanding of <ul style="list-style-type: none"> • Telecommunication products, processes and market , technology and commercial challenges • Impact (and relative importance) of IT in telecoms today and in the future • CRM and Billing systems for telecommunications • Network, applications, processes and how they integrate 	
Working Practices and Relationships <ul style="list-style-type: none"> • Build a broad stakeholder community and key relationships at all levels across internal teams and Business Units • Work effectively with the software development team to ensure solutions meet business requirements 		Qualifications <ul style="list-style-type: none"> • Educated to Degree level 	
People: This role has managerial responsibility		Financial: Not a budget line owner	Location: Coral Gables, Miami
		Key Behaviours: <ul style="list-style-type: none"> • Highly motivated results orientated self-starter • Excellent consultancy, communication and presentation skills • Good commercial acumen • Agent for change – will constructively challenge status quo • Excellent stakeholder management skills • Able to empathise and understand customer issues and challenges • Thrives under pressure in a customer facing environment • Strives to continually improve • A team player 	

Interested applicants submit resume to careers@cw.com. Please indicate the title and location of the position in the subject line of your email.