



Lead Business Analyst

JTL-Innovation, Research & Development-LBA-11-24 | Management & Business Development | Contract | Posted on April 15th, 2025 | Expires on December 20th, 2024

We're seeking an experienced business analyst to review and analyze current and proposed business operations, review financial statements, key performance indicators (KPIs) and other key metrics, and consider options for improvement. They will play a key role in driving business improvement and expansion initiatives and providing actionable insights to enhance operational efficiency and customer experience within the organization.

LEAD BUSINESS ANALYST JOB RESPONSIBILITIES

- Gather, document, analyze and prioritize business requirements from stakeholders across various departments including IT, operations, marketing, and customer service.
- Collaborate with various teams to translate business requirements into technical specifications and ensure solutions meet business needs and objectives.
- Conduct thorough data analysis to identify trends, patterns, and insights that drive informed business decisions and support strategic initiatives.
- Develop detailed business cases and to justify investment in new projects, products, or systems (through various analysis methods).
- Facilitate workshops, interviews, and meetings to gather requirements, discuss project progress, and resolve issues as they arise.
- Create clear and concise documentation, including business requirements documents, functional specifications, process flows, and other necessary analysis documentation.
- Develop, maintain and update relevant business metric reports.
- Assist in the planning, implementation, and monitoring of projects, ensuring adherence to timelines, budgets, and quality standards.
- Perform system and product readiness testing, and post-implementation reviews to validate solutions and ensure they meet requirements.

- Continuously monitor industry trends, technological advancements, and regulatory changes affecting the Telecommunications sector to identify opportunities for innovation and improvement.
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QUALIFICATIONS FOR LEAD BUSINESS ANALYST JOB

- Bachelor's degree in business administration, Information Technology, Computer Science, or a related field.
 - 5 years proven experience as a Business Analyst or similar role in the telecommunications industry, with a strong understanding of telecom systems, services, and market dynamics or In consultancy.
 - Proven experience of business case and business model development and analysis (familiarity with Design Thinking, business model canvas and value proposition canvas among other development and analysis methods).
 - Experience with data analysis tools and techniques to extract and manipulate data for reporting and analysis.
 - Strong communication skills, both verbal and written, with the ability to effectively interact with stakeholders at all levels of the organization.
 - Experience with product management and project management tools is preferred.
 - Professional Certification in Business Analysis or Project Management is a plus.
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Location: Nairobi

Department: Innovation, Research & Development

Job Type: contract