



JOB DESCRIPTION

JUNIOR BUSINESS ANALYST

About Us

FirstWave, a leading Australian global cybersecurity technology company, has delivered cybersecurity-as-a-service solutions since 2004. In an increasingly connected and vulnerable digital world, FirstWave believes that safe business is good business and that every business should have access to enterprise-grade cybersecurity.

FirstWave's globally unique CyberCision platform provides best-in-class cybersecurity technologies, enabling FirstWave's Partners, including some of the world's largest telcos and managed service providers (MSPs), to protect their customers from cyber-attack, while rapidly growing cybersecurity services revenues at scale.

With its recent acquisition of Opmantek, FirstWave has expanded its portfolio of solutions to include automated network management and IT audit offerings and opened access to the North American market through Opmantek's existing managed services partner network. FirstWave is now able to provide a comprehensive end-to-end solution for network discovery, management and cybersecurity for its Partners globally.

FirstWave is committed to attracting and nurturing brilliant individuals to create a dynamic and welcoming workplace. We work in new technology spaces so prepare to put your innovation hat on and contribute to creating new products for the future!

About the Role

We are looking for a dedicated Junior Business Analyst to join our innovative and collaborative development team. The role will require your expertise in business and technical requirements gathering, leveraging data to support decision making, facilitate cross-functional meetings and change management in an agile software development environment.

About You

The ideal candidate will have critical thinking skills and be able understand both the customer and product development perspectives. You will have 2 to 3 years of experience in IT or related industries, coupled with tertiary level qualifications in Business Information Systems, Science, Engineering or Economics.

Job Description

- To coordinate the regular product innovation process and facilitate discussions between cross-functional teams.

- Leading the analysis and delivery of business process initiatives by either managing some components of large initiatives or all components of medium sized initiatives.
- Participate in internal customer-focussed meetings to gather and analyse end user requirements.
- Developing functional and non-functional specifications that design and document desired outcome of product enhancement/development.
- To write clear user stories that correctly capture the requirements specifications.
- Producing technical specifications to communicate user requirements in technical terms to analyst programmers/project.
- Understanding of and setting business priorities associated with development backlogs.
- Assisting User Acceptance Testing (UAT) to ensure the overall efficiency, functionality, accessibility and user friendliness.

Attributes, Skills, Experience and Qualification

- Strong ability to converse with both end-users and IT employees spanning teams across the organisation.
- Excellent stakeholder management skills.
- Good understanding of all aspects of the systems/software development lifecycle.
- Some understanding of programming, system design, IT infrastructure and database concepts.
- Outstanding ability to analyse, isolate and interpret business needs using critical thinking skills.
- Excellent project management and organisational skills.
- Excellent written and verbal communication skills.
- Strong customer service focus.
- Experience in network and security is a good to have but not essential.
- Willingness to learn about our products and able to easily grasp the technical aspects

If you are a motivated individual who wants to join a rapidly growing global organisation which is driven by a culture that supports innovation, leadership & collaboration, we want to hear from you.

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- Please detail in your cover letter your current salary, salary requirements for a new role and notice period and send together with your resume to Ruth Sloley at jobs@firstwavecloud.com.
 - Application Deadline: 18/11/2022
 - Locations: Brisbane, Gold Coast, Sydney or Melbourne
 - Job Type: Full-time and permanent
 - Must be an Australian citizen or have permanent residency to apply. Sponsorship will not be considered.