We Are Hiring

**Be a part of our growing
Pos Digicert Team!**

We are seeking an experienced Senior Business Analyst to act as the vital link between business objectives and technology solutions.

Job Position:

Senior Business Analyst

Full Time / Contract

Roles:

The role involves analyzing and improving business processes, gathering and translating requirements into functional specifications, and collaborating with stakeholders and cross-functional teams to deliver strategic initiatives. The ideal candidate demonstrates strong analytical skills, exceptional communication abilities, and hands-on experience with business systems and solution delivery.

Key Responsibilities

- **Requirements Gathering & Analysis**
  - Collaborate with stakeholders to gather, document, and validate business and functional requirements.
  - Translate complex business needs into clear technical specifications and user stories.
  - Support early project stages by driving discovery, analysis, and initiation activities.

Key Responsibilities

- **Business Process Optimization**

  - Analyze current workflows and identify gaps, risks, and opportunities for improvement.
  - Recommend solutions to streamline operations, enhance efficiency, and align with organizational goals.

- **Solution Design & Delivery**

  - Partner with IT, QA, and business teams to design, validate, and implement effective solutions.
  - Ensure solutions meet business objectives through detailed documentation, prototyping, and clear communication.

- **Documentation**

  - Develop and maintain comprehensive documents including BRD, URS, SRS, FSD, SDS, and API guidelines.
  - Visualize requirements using UML diagrams, process maps, wireframes, and mockups.
  - Apply KRISA-JDN documentation standards when applicable.

- **Stakeholder Engagement**

  - Facilitate workshops and meetings with business users, technical teams, and management to ensure alignment.
  - Communicate effectively across all organizational levels to maintain clarity and transparency.

- **Leadership & Support**

  - Mentor and guide junior business analysts, taking ownership of complex requirements when needed.
  - Ensure best practices are followed across all business analysis activities.
  - Collaborate throughout the Software Development Life Cycle (SDLC) to support smooth delivery.
  - Advise training and implementation teams to ensure seamless system rollouts.
  - Perform additional duties as assigned by management.

Qualifications

- **Education & Experience**

  - Hold a Bachelor's degree in Information Systems or a related field.
  - Bring 4–6 years of proven experience in business analysis.

Qualifications

- **Soft Skills**

    - Demonstrate strong analytical, critical thinking, and problem-solving skills.
    - Communicate effectively in both written and verbal form, with the ability to simplify technical details for non-technical audiences.
    - Build strong interpersonal relationships with a collaborative, team-oriented approach.
    - Provide leadership and mentorship to junior team members.

- **Certifications**

    - Possess CPRE-FL or an equivalent certification **(preferred)**.

- **Additional Skills**

    - Exhibit strong communication, presentation, and negotiation skills.
    - Apply proficiency in business process modeling tools.
    - Leverage knowledge of SQL and Tableau (advantageous).
    - Adapt to both Waterfall and Agile methodologies.
    - Maintain a solid understanding of the Software Development Life Cycle (SDLC)..

Kindly state your availability and expected salary when applying

Ready to join our team?

Do send us your resume at:

humanresource@posdigicert.com.my