

## JOB & PERSON SPECIFICATION

<b>Role Title:</b>	IT Business Analyst
<b>Department:</b>	IT
<b>Location:</b>	Head Office, La Planque Lane, Guernsey
<b>Reports To:</b>	Head of IT Department
<b>Contract Hours:</b>	Full time: Full time (35 hours p/w Monday to Friday) Part time: Shift work:
<p><b>Role Purpose:</b> To act as a conduit between the airline business units and IT department. The objective being to enhance the customer experience by refining and implementing the broad-based IT requirements of Aurigny's business units.</p>	
<p><b>The Role: (<i>Responsibilities and Tasks</i>)</b></p> <ul style="list-style-type: none"> <li>• Respond to development requests from the business by consulting with the stakeholders, asking questions and gathering empirical evidence to produce a draft Business Requirement document.</li> <li>• Prepare a detailed Business Requirement specification for review and sign-off by the business; append relevant associated documents, test cases, flow charts and ideally mock-ups of the end user's perspective</li> <li>• Undertake peer-group 'stress testing'</li> <li>• Send the approved Business Requirement to the developers</li> <li>• Set up a project plan with set timelines.</li> <li>• Follow-up with developers continuously to ensure project timelines are met.</li> <li>• Work closely with developers to ensure clear understanding during the development process.</li> <li>• Compile and document test cases in according with Business Requirement</li> <li>• Reissue a new version of the Business Requirement if and when changes are made</li> <li>• Test product against business specifications.</li> <li>• If any issues/problems are identified during testing, report back to developers to amend.</li> <li>• Re-test final product.</li> <li>• Create training/how to guides for user</li> <li>• Provide training to end users</li> <li>• Liaise and arrange business testing and sign off</li> <li>• Use the Product Update template to advise all relevant parties ahead of production release.</li> <li>• Bring innovations within the industry to users to the attention of the business</li> <li>• Update website CMS if requested or if required as part of the project or change.</li> <li>• Provide monthly reporting on project status, risks and budget</li> <li>• Troubleshoot and resolve incidents and service requests from end-users. Assign request tickets to suppliers where required and manage through to completion/resolution.</li> <li>• Mentoring role and support as determined by Aurigny</li> <li>• Lead daily stand-ups and facilitate regular project meetings to keep progress on track.</li> <li>• Suggest improvements to enhance efficiency and effectiveness.</li> </ul>	

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<b>Balance Score Card (Accountabilities)</b>
<p><b>Essential Skills/Experience:</b></p> <ul style="list-style-type: none"> <li>• Overall knowledge of PPS functionalities including IBE, DCS, Analytic &amp; Reporting</li> <li>• Working knowledge of Airline reservation systems or GDS's is highly desirable.</li> <li>• Strong report writing and presentation skills</li> <li>• Fluency in English</li> <li>• Working knowledge of Microsoft Word, Excel, PowerPoint and Teams</li> <li>• Senior IT role in a small/medium size airline.</li> <li>• Understanding of passenger airline business models, distribution channels and structures</li> <li>• 2-3 years of experience as a business analyst or in data-related work / application development.</li> <li>• Familiarity with the application development lifecycle.</li> <li>• Proficiency in Agile / Scrum methodologies and project management.</li> <li>• Knowledge of Business Process Design and Frameworks is a plus.</li> <li>• Ability to travel as and when required.</li> </ul>
<p><b>Desirable Skills/Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in website development functionality</li> <li>• Ability to work in a decentralised corporate environment</li> <li>• Good interpersonal skills</li> <li>• Proven record of delivering customer focused IT solutions</li> <li>• High degree of self-motivation and attention to detail</li> </ul>
<p><b>Professional and/or regulatory requirements:</b></p> <ul style="list-style-type: none"> <li>• University degree or strong airline industry track record</li> </ul>
<p><b>All about you:</b> Friendly, approachable, keen to support your colleagues and the Company wherever possible and beyond the requirements of your role. You will take pride in delivering a high level of customer service both internal and external and be willing and able to adapt to change. A supporter of our VALUES both internally and externally is paramount to you succeeding within our Company.</p>

**PROUD OF YOU PROUD OF OUR AIRLINE**

Our **PEOPLE** have the potential to achieve, to soar higher and further than they believed possible. Our culture is one of **RESPECT**, inspiration and excellence from the ground to the clouds.

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*With their energy and commitment, our teams on land and in the air make our airline **OUTSTANDING**.  
We operate with integrity, transparency, honesty and dependability; we stand **UNITED** as one. Safety is paramount, central to everything we do.  
We are prepared to go the extra mile to **DELIVER** a service to our customers that we are **PROUD** of.*