

## **Business Analyst – based in North America**

### **Background**

Questionmark are a company with recognised global presence in e-learning and assessment automation with software covering all aspects of this field, from authoring to delivery and reporting. Our software is used by over 3 million people in 50 different countries throughout the world. Questionmark is a fast-growing company, with a dedicated, passionate, and global workforce. We have offices in London, Connecticut and Belgium. We care about the satisfaction of our employees and reward them for meeting or exceeding expectations. The company promotes a relaxed, fun and highly productive approach to work.

### **Role of the Business Analyst:**

This is an exciting position new position within Questionmark. The business analyst will be responsible for an identified part of Questionmark's product and service mix. The business analyst will be responsible for understanding customer needs in relation to Questionmark software/services, communicating them to development and coordinating the release of the new products/services to ensure products and services exceed customer expectations and produce high sales, customer satisfaction, and profit.

Some of the tasks that will be performed by the business analyst are:

- Understand customer needs and be a customer advocate
- Write business requirement specifications
- Work closely with development to make projects successful using an Agile SCRUM methodology
- Manage UAT (user acceptance testing) and roll out

### **Essential Skills:**

- Must be an expert in assessment (surveys, formative or diagnostic tests and/or summative tests), likely to have worked for at least 10 years in the field
- Needs previous exposure to software development, likely to have worked for at least 3 years within software development (as business analyst or similar)
- Strongly desirable to have previous experience working with Software as a service or other hosted on demand software solutions
- Needs to have a strong knowledge of web technology
- Early adopter of technology and strong knowledge of current web UIs
- Excellent written and verbal communications skills
- Capable user of Word, Excel and Powerpoint
- Experienced and capable presenter

### **Attributes of the Business Analyst:**

The successful candidate will be self-motivated and self-sufficient with a flexible and inquisitive approach. You will have the interpersonal skills to succeed in a team environment. You should have strong written communication skills and a thirst for knowledge with a desire to learn and improve your experience of technical writing in a product environment.

### **The package:**

We are looking for a full time permanent position for someone based in North America, most likely teleworking from home. We offer excellent salary and benefits that include flexible working hours, annual leave plus statutory holidays, company bonus scheme, medical insurance, subsidized gym membership, home working, and the use of a company laptop.

Please submit resumes to [kaitlyn@questionmark.com](mailto:kaitlyn@questionmark.com)