Job Title	Software Business Analyst	Role	Permanent, full time (9–5)
Reports to	Technical Manager	Place of work	Ipswich (hybrid office/remote)

About Inform Direct

Inform Direct is a multi-award winning online company secretarial software solution, supporting over 300,000 UK companies. Our mission is to take the mystery out of company secretarial work, helping businesses and their accountants manage statutory filing and keep their records up to date.

We strive for excellence in everything we do, both in developing amazing product features and providing unparalleled support to our customers. Continued growth means we have opportunities for passionate individuals who share our commitment to quality to join our Ipswich-based team.

Job summary

The Software Business Analyst will gather, analyse and document requirements for new features and improvements to our award-winning SaaS company secretarial software, taking a key role in creating the best possible product for our customers. You will take responsibility for the quality of software requirements and act as the main point of communication for developers and testers, who will rely upon your problem-solving skill and mastery of detail.

Principal responsibilities

- Analyse and develop requirements via liaison with internal (and external) users and independent research

- Organise and prioritise requirements

- Document requirements by creating detailed requirement specifications and supporting materials

- Liaise with software developers to assess options and resolve areas of uncertainty

- Manage change requests, assessing impacts on existing features and requirements

- Resolve queries from the testing team that may arise as they test enhancements

- Create and update customer-facing product information, including website content and emails

- Train internal staff on software updates and create related internal documentation

- Build deep expertise in key areas of the software, becoming the internal expert on particular features

- Investigate and diagnose software issues, utilising software knowledge and available diagnostic tools

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Skills and experience

- Two years' experience in a business analysis role, with experience of producing detailed documentation

- Strong understanding of IT and the software development lifecycle

- Excellent verbal and written communication skills, with ability to create effective requirements documents

- Ability to engage with complex legal and business rules and develop company secretarial expertise

- Independent self-starter with drive to own multiple projects and deliver results

- A systematic approach with excellent attention to detail

- Professional qualifications desirable – e.g. ISEB/BCS

- Experience with accountancy, legal, financial or professional services industries desirable

The right candidate will

- Be driven to understand exactly how things work, proactively investigating without needing to be asked

- Relish investigating and solving the most detailed problems

- Have a keen interest in software and IT beyond that required by their job

- Be motivated by seeing software improve based on their efforts, taking pride in the difference their signal contribution can make to the product and our customers

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