

## Work for DPO Group - Africa's biggest Payment Service Provider (PSP)

At DPO South Africa, we focus on our two fintech payment solutions PayGate and SiD. PayGate is our top tier payment gateway, trusted by SA's largest (and smallest) e-commerce businesses, hospitality providers, and merchants of all sizes and industries. PayGate enables companies of all sizes and industries to accept card, mobile, and all major payment methods from their website, making it easier for them to get paid online. DPO South Africa also comprises SiD Secure EFT, SA's most trusted instant EFT payment method on the market.

## About the Vacancy

Based in Cape Town, the Technical Business Analyst (TBA) is required to understand the business requirements. The TBA will model, validate, and translate them into business requirement specifications that business developers use to build and implement technical solutions through a structured process.

## Educational Requirements

- Minimum 3 - 5 years' experience as Business Analyst in an IT service environment, monitoring and tracking systems and developing
- Background in payments / banking / software / technical systems

## Work Experience to Back Your Qualifications

- Matric is essential
- A good understanding and knowledge of the e-commerce/payment industry
- Relevant Tertiary IT Qualification or Certificate/ Diploma in Business Analysis from industry-recognised training institution advantageous
- Extensive experience in technical writing / requirements specification documentation definition, test case definition and wireframing / user story creation

## What it Takes to Succeed on our Team

### Attitude

- A self-help can-do attitude
- Running with the project until final completion
- Ability to work independently and within a Team

# Technical Business Analyst in Cape Town

- Take the initiative and able to think out of the box
- Have a significant amount of patience
- Able to brainstorm and find solutions within a Team as well as work independently
- Readily accepts feedback
- Logical thinker

## Skills

- Maintain stress awareness / management when under pressure
- Possess a systematic, organised approach to work
- Ability to communicate issues and solutions to both technical and non-technical audiences (verbal and written)
- Interpersonal skills, for dealing with people in all departments
- Proactive and accountable
- Effective time management, prioritising and delegation skills
- Decision making and analytical abilities
- Ability to see the big picture as well as the finer details

## Your Main Areas of Focus

- Specialist Business Analysis and project management
- Analysis of merchant requirements vs DPO / PayGate existing abilities
- Writing product or service specs from a business perspective
- Manage project timelines and deliverables when applicable
- Work on solutions supporting multiple business areas, integration points and a large number of affected components
- Required to work under general direction within a clearly defined accountability framework
- Gather and interpret requirements from the business
- Participate in the solution design process
- Prepare the requirements specifications
- Define the success criteria for solution testing
- Analyse and decompose relevant business processes
- Performing business analysis and process improvement within assigned solution project
- Assist with solution delivery on implementation and training
- Assist (when necessary) with systems testing
- Ensure that proposed test solutions cover all aspects of delivered business specification

# Technical Business Analyst in Cape Town



- Assist sales and operations Team in meetings with (strategic) customers that require special integration, but not limited to
- Assist business in meetings with 3RD party providers for new strategic projects

## Client Relationship Management

- Analysis of merchant and business requirements
- Working with the merchant and other stakeholders i.e. bank or service providers, during the testing phase
- Report any defects to the developers for resolution

## Internal Relationships

- Work with the Development Team to do a feasibility assessment and conceptual design with the requirements in mind
- Write product or service specs from a business perspective, to be used by the development manager to schedule tasks within the Team, but also to broader business
- Flag projects that have high revenue potential in business / IT meetings

## Punctuality and Attendance

- Responsible for upholding good punctuality and attendance

## Responsibilities on Demand

- Due to the fluid and dynamic environment within DPO, new, additional, or changed position responsibilities will occur
- Successful demonstration of change orientation is an ongoing responsibility in all positions



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## Small Things, Make a Big Difference

You'll be responsible for upholding good punctuality and attendance, your own health and safety while at the same time, avoid adversely affecting the health and safety of others at work.

It's all about teamwork; therefore, it's important you fit in with our results-driven culture by living our brand values and ensuring we provide the best possible service to all our Merchants.

### How to Apply

- Update your CV
- Write a cover letter about why this role is for you
- Please email us at [talentsa@dpogroup.com](mailto:talentsa@dpogroup.com)

*\*If you were referred to us by one of our existing staff members, please indicate who referred you.*

We utilize the major social channels, go like and follow us!

