

## CMC409 - Business Analyst

**Department:** IT Development  
**Reporting to:** Business Change Manager

Since launching in 1989, CMC Markets has become one of the world's leading online CFD and financial spread betting providers, with nearly 66.8 million trades executed annually across Europe, Asia Pacific and North America.

CMC Markets' success is founded on its ability to deliver a wide range of trading products to customers, from single equities to indices, currencies and commodities. This means our clients don't need to go to a forex broker, futures broker or a commodities broker to trade these different instruments, they can trade them all through one trading platform. CMC Markets has pioneered the development of online trading in markets around the world to become a world leading spread betting and CFD provider.

### ROLE AND RESPONSIBILITIES

- Produce stories/system diagrams/flow diagrams defining change for the CRM development team;
- Work with the business and other development teams to understand and document business change in a format the development team can convert into technical specifications and CRM deliverables;
- Where required produce UI mock-ups/navigable prototypes as part of the user stories;
- Facilitate meetings with the development team/stakeholders/business as required to flesh out requirements/assist with the definition of the change and reach consensus with those involved before the technical analysis and development starts;
- Facilitate "show and tell" demos of the new deliverable with the wider development team/stakeholders/business as required to ensure the deliverable meets the businesses expectations as the change moves through from analysis to development;
- To be involved in an element of QA during the development cycle to ensure the deliverable is in line with the requirements as you have defined them;
- To review new service contracts from our core services wiki and other dependant services to understand integration areas in order to identify any dependencies early on in the analysis of a project.
- Maintain personal/professional development to meet the changing demands of the role, including all relevant regulatory and legislative training;
- When dealing with all customers, clients or colleagues ensure that we provide a clear, fair and consistent high quality service that presents a professional and positive image of CMC Markets;
- Take all reasonable steps to ensure appropriate confidentiality;
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this role.

## KEY SKILLS AND EXPERIENCE

- Significant commercial experience working as a Business Analyst, ideally within the financial sector;
- Experience working with complex business and technical systems within an IT function is essential;
- Significant experience of business analysis in client onboarding, CRM and Sales area is highly desirable;
- Significant experience of business analysis involving improvement of end-to-end user journeys is highly desirable;
- Some understanding of Retail Derivatives products such as Spread Betting and CFDs; or understanding of Financial Markets is beneficial. Good technical knowledge and understanding of integrated IT systems and software development and testing;
- Good problem solving skills and ability to work at a fast pace under challenging deadlines;
- Experience of defining software requirements and specifications;
- Understanding of Requirements Capture methods (eg. User Stories, Use Cases, wireframes) and an ability to identify the correct method for each task;
- Able to produce clear documentation and communication of solution objectives, requirements and designs to both technical and non-technical audiences;
- Proven experience interacting directly with end users;
- Strong communication skills and the ability to adapt style to suit the audience (confident in the delivery of formal and informal documentation and presentations);
- Self-motivated and organised.

CMC Markets is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age.

## KEY OBJECTIVES/KPIS

- As per performance review

## COMPETENCIES

- Communication
- Team work
- Customer focus
- Resilience and adaptability
- Problem solving

**Job holder name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_