

## Position Description

<b>Job title:</b>	Senior Analyst & Project Manager
<b>Reports to:</b>	PMO Manager
<b>Positions reporting to this role:</b>	None

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## Role

Work with Class clients, support staff, technical staff and product management team to define requirements and propose solutions for the functional design, user interface and workflow for new and improved application features.

Manage projects as required and take a lead role in managing the activities around cross business units projects.

## Responsibilities

The day to day Duties and Responsibilities of the Position are as follows:

### ***Project Management***

- Plan and manage longer term initiatives of product development as necessary, ensuring that scope, effort and risks are controlled effectively.
- Report on progress of initiatives, and escalate problems where necessary.
- Manage external Suppliers who are engaged to assist in project delivery
- Adhere to PMO processes and work with PMO team to improve these processes

### ***Financial Services and Superannuation Knowledge***

- Develop a working knowledge of superannuation and investment portfolio management and other subject matter expertise related to Class products.

### ***Requirements Elicitation and Modelling***

- Use techniques such as workshops and interviews to understand user requirements that are raised during the sales process, by clients requesting support or originating from the product management team.
- Gather requirements from legislation, standards and industry best practices.
- Document requirements using techniques such as user stories and user centred design in our wiki and as part of authoring specific feature specifications in JIRA.

### ***Analysis and Problem Solving Skills***

- Analyse, compare and weigh up (sometimes competing) requirements to ascertain how the Class applications should be designed to function.
- Understand technical, architectural and design limitations and concepts

and apply these to requirements to assist the design and development of how new features should be developed.

- Assist clients and our support team if they are having difficulty with the product and ensure that usability, help and training are factored into future product development.

### ***User Interface Design***

- Understand common user interface standards and conventions, and their current (or potential) usage in Class applications.
- Apply user centred design and other UI focused approaches to specify user interfaces, navigation and system behaviours for new and existing features.
- Keep abreast of User Interface developments, trends and best practices.

### ***Software Development Lifecycle and Testing Processes***

- Demonstrate a good understanding of the SDLC and of current practices in particular with regard to agile development, iterative design and automated and user based testing.
- Assist the testing team with analysis, replication and determination of failures such that failure scenarios can be better documented for the development team to address.

### ***Technical Skills and Tools***

- Use issue and bug tracking tools effectively.
- Be able to manipulate data using Excel, SQL and other methods
- Expert user of Microsoft Office, Project and Visio

### ***Marketing and Product Development***

- Communicate product perceptions, emerging trends and requirements back to the product development team
- Highlight key features and functions that are raised by clients during the analysis process either through the clients' direct observation or via the clients' comparison of Class to competitive products.
- Maintain a good understanding of what our competitors are doing, where their product focus is directed and of the key differences between the various products in the market.

### **Key Performance Indicators**

Colleague satisfaction as assessed by your manager, your peers and associated project and support staff – note this assessment may be performed either informally by interview or formally via survey subject to the applicable management processes in place at that time. The assessment will include:

- How effectively you execute the above responsibilities (includes pro-activeness, responsiveness and thoroughness)
- How professionally you interact and communicate with your colleagues (and clients if applicable)