Job Title: Business Analyst

Location: Ottawa, ON (Hybrid or Remote)
Job Type: Full-Time
Department: Business Analysis / Quality Assurance Services
Reports To: Director of QA Services / Project Manager

About the Role

We are seeking a proactive and detail-oriented **Business Analyst** to join our dynamic team. In this role, you will support our **Software Testing as a Service (STaaS)** offerings by leading requirement elicitation, gathering, and management efforts for our tech-enabled clients. Your expertise will ensure that client needs are accurately captured and translated into actionable requirements, facilitating the delivery of high-quality software solutions.

Key Responsibilities

- **Requirement Elicitation:** Engage with stakeholders through interviews, workshops, and surveys to gather comprehensive business and technical requirements.
- **Documentation:** Develop clear and concise documentation, including Business Requirement Documents (BRDs), Functional Requirement Specifications (FRSs), and user stories.
- **Collaboration:** Work closely with QA analysts, developers, and project managers to ensure requirements are understood and implemented correctly.
- **Process Improvement:** Analyze existing business processes and identify areas for improvement to enhance efficiency and effectiveness.
- **Stakeholder Communication:** Maintain open and effective communication channels with all stakeholders to manage expectations and provide updates.
- **Change Management:** Assist in managing changes to requirements and assess the impact on project scope and timelines.
- **Quality Assurance Support:** Collaborate with QA teams to develop test plans and ensure that testing aligns with business requirements.

Education & Qualifications

- Bachelor's degree in **Business Administration**, **Information Technology**, **Computer Science**, or a related field.
- **Certified Business Analysis Professional (CBAP)** or **PMI Professional in Business Analysis (PMI-PBA)**certification is an asset.

- Training or coursework in Agile methodologies is preferred.

Required Skills & Experience

- 3–5 years of experience as a Business Analyst, preferably within the IT or software development sector.
- Strong understanding of **Software Development Life Cycle (SDLC)** and **Agile** frameworks.
- Proficiency in requirement elicitation techniques and tools.
- Excellent analytical and problem-solving skills.
- Strong verbal and written communication skills.
- Ability to work independently and collaboratively in a team environment.
- Experience with tools such as **JIRA**, **Confluence**, or similar project management and documentation tools.

Desirable Skills

- Familiarity with **UX/UI principles** and their impact on requirement gathering.
- Experience in **data analysis** and **business intelligence** tools.
- Knowledge of **regulatory compliance** standards relevant to software development.

Salary Range

Based on current market data for Ottawa, ON:

- **Average Salary:** Approximately **$80,960 CAD** per year.
- **Salary Range:** Typically between **$73,275 – $92,444 CAD** per year, depending on experience and qualifications.

Why Join Us?

- Be part of a forward-thinking company delivering cutting-edge **Software Testing as a Service (STaaS)** solutions.
- Collaborate with a team of experienced professionals in a supportive and innovative environment.
- Opportunities for professional growth and development.
- Flexible work arrangements, including hybrid and remote options.
- Competitive compensation and benefits package.

If you're passionate about bridging the gap between business needs and technical solutions, and you're looking to make a significant impact in the software testing industry, we'd love to hear from you!