Job Description

Job Title:	Business Analyst - Operations & Security
Department:	Brit Technology & Data

Technology at Brit

Brit has a leadership position at Lloyd's, the most well-known insurance market in the world. Leadership and Innovation are at the heart of Brit's passion for "writing the future." And that means at Brit, we write the risks so our customers can face the future fearlessly.

Our goal is to attract and retain the best talent in the market and empower those individuals to innovate, and champion strategic objectives within the business. Our technology and data teams have led some of the most noteworthy developments in the London market:

➢ Ki, the markets first fully digital and algorithmically driven Lloyd's of London syndicate offering instant capacity, accessible anywhere, at any time, powered by Google cloud.

➢ Brit Direct Pay, a customer-focused claims Fintech solution that allows Brit's to make claims payments instantly, direct to card, a solution that no other Lloyd's insurer offers.

➢ And most recently, the creation of a proprietary machine learning algorithm designed to accelerate the identification of post catastrophe property damage, based on the use of ultra-high-resolution imagery, allows Brit to accelerate service to its customers when they need it most.

We value continuous learning & exploration, encouraging our engineers to constantly evolve and take advantage of the best-in-class technology & tooling.

Purpose of the Job

To provide Business Analysis in support of the following projects:
- Enhanced Access Governance,
- Enhanced High Risk User Training,
- Power BI Reporting,
- Data Loss Prevention,
- NAC/CAP Forescout Project,
- ServiceNow Upgrade
- Server 2008/12 Upgrade
- SQL Upgrade & Consolidation
- To provide updated systems & process documentation to aid IT support.

Key Activities
- Integrate revised SML & other IT system access processes into Enhanced Access Governance
- Help define & implement security training specifically for users at high risk of being cyber attacked (e.g. Phishing, BEC) such as Exec & Finance
- Understand requirements to implement revised automated reporting from BI
- Analyse & understand data classifications required to configure DLP correctly
- Analysis of requirements to ensure secure & seamless replacement of existing NAC system
- Analysis & understanding of current ServiceNow environment to support seamless upgrade/migration of platform
- Data analysis of servers, services & impacted applications to enable server upgrade planning, liaison & communication with apps teams for testing, remediation & cutover activities

- Analysis of current SQL environments to support their upgrade & consolidation
- Coordination & tracking of system & UAT testing

Principal Accountabilities

- Translate business strategies and objectives into business requirements
- Ability to support the development of a Business Case with agreed benefits and costs
- Conduct and analyse feasibility studies/impact assessments, regarding technology change
- Conduct workshops to elicit and document business requirements.
- Analyse business requirements and translate into project artefacts, such as; user stories, specifications, including use case documents, system design documents and data definitions.
- Analyse and document "as is" business processes. Evaluate the current state of business process and model the "to be" business processes.
- Ensure development community has a clear and complete understanding of the requirements.
- Conduct/facilitate acceptance tests for solutions with user community, including, development of IAT test scenario and test scripts.
- Develop, deliver and evaluate process and technology training and supplemental materials
- Communicate progress, issues and risks to the project manager and key stakeholders.
- Prepare and deliver presentations on behalf of the team or project.
- Report and communicate fluently on all aspects of work and communicate effectively with all levels of management and in public forums.
- Provide business with effective support and advice in relation to investigate and resolve queries, design and specify enhancements to existing and new functionality.
- Take responsibility for investigative work to seek effective business solutions.
- Organise implementation of improvements to information systems, data management, processes, organisation and equipment.
- Maintain links with appropriate counterparts in both project delivery and service delivery functions, and implement changes whilst adhering to organisation's policies and methods.
- Recognise opportunities for business or valid applications across a very broad technical front and shows ability to take action and exploit such opportunities.
- System integration design, data definition and flow design.
- Complete data analysis when required (e.g. impact analysis, data quality analysis, data migration, data reconciliation).
- Provide business advice/expertise for information technology to be used and implemented effectively.
- Promote and maintain high professional standards whilst delivering IT to the business.
- Plan, arrange and control meetings, workshops, and relations with client/user staff during system investigations and throughout subsequent development work. To take responsibility at a high level for the proper conduct of such relations.
- Develop close business working relationships.
- Liaison between the business, IT departments and external parties.

Regulatory Conduct Rules

1. Act with integrity.

2. Act with due skill, care and diligence.

3. Be open and co-operative with Lloyd's, the FCA, the PRA, and other regulators.

4. Pay due regard to the interests of customers and treat them fairly.

5. Observe proper standards of market conduct.

Education, Qualifications, Knowledge, Skills and Experience

- Educated to degree level or equivalent.
- Knowledge of Insurance: General Insurance, including Lloyds and UK Company Markets and understanding of the project lifecycle and SDLC.
- Knowledge of Insurance Business Processes and functions and an understanding of the commercial significance of market constraints.
- An understanding of Project Management principles and methodologies.
- Familiar with Agile Project delivery methods.
- Solid Business Analysis experience, gained within an IT environment.
- Experience of working with external third party suppliers to achieve goals aligned to the corporate strategy.
- Good analytical skills with good business acumen.
- Able to gather business requirements and produce documentation to a high standard.
- Able to write systems design documents.
- Able to recognise potential assignments outside areas of specialisation, challenge current processes and willing to suggest new ideas and change.
- Able to communicate to all levels of the business from senior management downwards and fully experienced at dealing with client/users.
- Able to work well on assigned projects, providing end to end support.
- End to end experience of the project lifecycle.
- Team player, pro-active, confident, logical and tenacious.
- Able to identify issues and solve problems in a logical manner.
- Takes initiative to keep skills up to date and maintain awareness of developments in the ICT industry.
- Able to write / maintain / update systems support & DR documentation.
- Understanding of ITIL process desirable

As a term of your employment, you may be required to undertake such other duties as may reasonably be required of you in the post and department mentioned above.

Signed by the candidate..

Name................................... Dated.................................