

# SENTRO GROUP LTD

## JOB DESCRIPTION

### BUSINESS ANALYST

#### ABOUT SENTRO

Sentro is a group insurance policy administration and service delivery SaaS platform. Our customers are insurers and brokers serving the group insurance and employee benefits sector. We have multiple customers in New Zealand, as well as customers in Singapore, Canada and the UK. We are being tracked by Gartner and other analyst firms. Our international sales pipeline is solid and growing. We are based in Auckland.

Sentro's mission is to make it easier for employers to look after their people. We offer a fun, stimulating and refreshing alternative to traditional corporate work environments. Our small, talented, and highly supportive team works as a single unit. Your ideas are genuinely valued. You will work together with the rest of the team to provide amazing service to our customers, and further develop Sentro's internationally leading group insurance and benefits platform. You will have many opportunities to learn, contribute, grow, and make a real impact on Sentro's success.

#### ABOUT THE ROLE

The work of the Business Analyst sees you providing analysis, describing requirements and designing solutions in three main areas:

- The Sentro application itself
- Customer implementations of Sentro
- Sentro business operations

This role is Auckland based. You are familiar with the insurance and financial services sector. You are good with math and calculations. You are familiar with SQL, data analysis and query tools. You have worked with application development teams, and you are familiar with the tools they use. You are familiar with the needs of high-availability, secure cloud applications. You enjoy solving problems for customers and like working with them. You are detail and quality oriented. You have a bias to action and like to see your ideas come to life.

Even though you have a primary role, all of us at Sentro are involved in multiple parts of the business, and you will as well. We very much work as a unit, and we transparently share information with each other about what is happening in the business.

We are a remote first company. Working from a home or other remote locations won't suit everyone, but it offers a lot of flexibility and works very well for our customers and our team. You will work every day with every part of our business, but in particular our Customer Success and application development team. We use modern collaboration tools and have a frequent deployment application development philosophy.

We are looking for an experienced, technically minded Business Analyst to join us as we ramp up for further growth. The role is broad, but we will support you to ensure your success. You will have the necessary experience and skills for the role, but most importantly, you are passionate about and motivated by working with people and customers. You genuinely want to make a difference.

## **JOB TITLE**

Business Analyst

## **PURPOSE**

- Responsible for identifying change needs, assessing the impact of the change, capturing and documenting requirements and then ensuring that those requirements are delivered whilst supporting the business through the customer implementation process.
- Assist in identifying market and product opportunities for Sentro
- Ensure customers and partners successfully implement Sentro in their business

## **SPECIFIC DUTIES & RESPONSIBILITIES**

- Analysis and design responsibilities for product development, customer implementations, business operations and market research
- Define scope and requirements for customer implementations
  - Analyse customer insurance products, business processes and regulatory requirements
  - Determine the Sentro configuration strategy for the installation and review with customer
  - With the customer, plan and schedule implementation activities
  - Identify and specify any required development or system integrations
  - Work with development team to scope and prioritize all development activities
  - Plan and manage any required migration activities
  - Conduct product training with customer and partner personnel
- Define scope and requirements for the Sentro product
  - Liaise with entire team on product priorities
  - Manage Sentro's development roadmap
  - Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats.
  - Design new computer programs by analysing requirements; constructing workflow charts and diagrams; studying system capabilities; writing specifications.
  - Improve systems by studying current practices; designing modifications.
  - Recommend controls by identifying problems; writing improved procedures.
- Assist in defining project requirements by identifying project milestones, phases, and elements; forming project team; establishing project budget.
- Assist in monitoring project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Support Sentro business operations
  - Maintain system protocols by writing and updating procedures.
  - Provide references for users by writing and maintaining user documentation; providing help desk support; training users.
  - Maintain user confidence and protect operations by keeping information confidential.
  - Prepare technical reports by collecting, analysing, and summarizing information and trends.
  - Support competitor and market opportunity analysis
  - Analyse, design and support the implementation of operational resilience processes
  - Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
  - Contribute to team effort by accomplishing related results as needed.

## **SKILLS, EXPERIENCE & EDUCATION**

- Bachelor's degree in finance, accounting or business administration and/or substantive experience in a similar role.
- Strong written and verbal communication, whether internally or customer facing.
- Significant operational experience in financial services, ideally in the group insurance and group benefits sector.

- Knowledge of insurance and taxation rules and regulations
- Business analysis and project management skills
- Good understanding of software-as-a-service product concepts
- Good understanding of software engineering concepts
- Strong mathematical and data analysis skills
- Familiarity and experience with data query languages and toolsets
- Ability to work in a team while being a self-starter
- Detail-oriented - experienced in testing and quality assurance processes
- Able to conduct product training
- Comfortable communicating to all levels of customer management

## **GENERAL DUTIES & RESPONSIBILITIES**

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.