

Business Analyst, CX

- Permanent Position
- Burwood (moving to Cremorne in 2021)
- Managing products our customers & staff love

reecetech

reecetech is the technology division for the Reece Group. We're building a world-class engineering culture – designing and building products our customers and staff love, and solving hard problems using the latest technology.

We pride ourselves on being entrepreneurial, non-hierarchical, fast, and creating massive impact by powering the Reece Group.

We're proud to support our customers who provide essential services to keep the community safe, healthy, and well. Whether that's keeping the water running, the heating and cooling on, maintaining refrigeration, or supporting our infrastructure.

Reece Group is committed to improving the lives of its customers and its people by striving for greatness every day.

About the role

We're in a phase of growth – join our team and make a difference. You'll be more than "just a number". You'll be helping to position a multi-billion-dollar multinational company for the future.

As a valued member of our Product Management Team, the Business Analyst role is crucial & pivotal to our Customer Experience Portfolio applications' development.

It will report to a Senior Product Manager, working across the Customer Experience Portfolio, one of four sizeable portfolios across engineering that strives to build unrivalled products and services for our customers and consumers.

Currently, we have three projects kicking off or in flight – Search (Products and Transactions), Point-of-Sale (POS), and Order Management System (OMS) for our retail store network and online ordering.

- Acquire a deep & thorough understanding of the Reece Business process & system for each project that is undertaken
- Ownership of the business requirements
- Manage a prioritised list of user stories
- Facilitate the understanding of requirements from Product Manager through to the engineering team and other project stakeholders as we look to improve our engineering platforms, products, and services continuously
- Create user stories, contribute to the Systems Architecture & Design, and in decision making of the product
- Bring a strong commercial acumen to defining the 'how' from a functional user perspective
- Understand our customers and their customers, what drives their behaviour and how we can leverage digital products and services to build customers for life

- Spend time in our branches observing our staff, our customers, and understanding how our branches work (all new starters will spend time serving customers in-branch as part of induction)

About You

You sit at the intersection of business, technology, customers, and consumers. You get out of bed in the morning to build products that customers love and that work for the business. At Reece, attitude is key! Energy, drive, and motivation are essential to this role.

You appreciate a diverse environment with a flat hierarchy, a flexible workplace, logical and intuitive thinking styles, extrovert and introvert personalities.

You have Search expertise and either Point-of-Sale (POS), or Order Management System (OMS) experience across retail and consumer goods with products, branch stores, and online platforms.

- Degree or related technical discipline, or equivalent practical experience
- Ideally, 2 – 5 years business analyst experience in a large scale enterprise business
- Domain experience working with search, retail and consumer goods highly desirable
- Technology savvy, working knowledge of ERP's or development environments, and understanding of RDBMS databases, data analysis, and SQL queries
- Proven history of working with a cross-functional team delivering amazing products
- Demonstrated track record developing and delivering new products and services, enhancements and maintaining existing functionality, optimising and achieving initiatives
- Well-developed collaboration, communication, and stakeholder engagement skills
- A passion for an agile method of working and experience in agile ceremonies
- A passion for sharing your knowledge and expertise, coaching and mentoring
- Ability to challenge established ways of doing business while influencing desired outcomes, prioritise competing business priorities, and meeting company vision and strategy

Meet user and stakeholder expectations, enable faster development, and deliver a better product.

At reecetech and Reece Group, everyone is valued and recognised for their ability to collaborate, explore, experiment, reflect, learn, innovate, adjust, and share, to improve every day. If you want to work with great people in a supportive environment, put your career first – apply today!

About Reece Group

The Reece Group is a purpose and values led organisation. With over 800 branches and 7,800 staff across Australia, New Zealand, and the US, the Group is a leading distributor of plumbing, waterworks, and HVAC-R products. We care about our customers, employees, and our community – we do this through The Reece Grant and our innovative CSR program, Reece Cares.

No agencies or unsolicited resumes