Business Analyst

iFit product (Assets division)

Pune, Office based

About the role

Idox is offering an exciting opportunity for a **Business Analyst** to join our **Assets team**, working with **iFit product team** in a dynamic and rewarding role. This position provides excellent training opportunities and a clear path for career development within Idox. You'll be joining a supportive and experienced team, ensuring you can make a meaningful impact quickly.

As a **Business Analyst**, you will play a pivotal role in **enhancing and expanding the functionality of our iFit product**. Your responsibilities will involve close collaboration with customers and internal teams to develop system capabilities, improve user experience, and ensure system stability.

Key responsibilities:

Business Analysis Responsibilities

- Requirements Gathering and Analysis
- Investigate and analyze product issues and customer challenges
- Develop strong relationships with stakeholders (customers, global services, development)
- Facilitate requirement elicitation workshops and user groups
- Map end-user functionality to key business requirements.

Documentation and Communication

- Produce quality design documentation (solution overviews, use cases, user stories, storyboards)
- Ability to define workflows, process maps, and data flow diagrams
- Communicate scope changes throughout the development life cycle
- Carry out demonstrations of new features to internal and external customers
- Proven ability to create and maintain high-quality documentation (design specifications, system architecture, user manuals, release notes).

Project Management and Collaboration

- End-to-end ownership of product development projects/releases from a BA perspective
- Participate in scrums, development reviews, and retrospectives
- Collaborate with development to produce estimates and manage project scope.

Training, Support, and Maintenance

Idox. Do more.

- Contribute to training and support of internal departments affected by system changes
- Assist with maintenance of product roadmaps
- Update product documentation and user guides.

Sales and Marketing Support

- Provide pre-sales support and demonstrations to support new business sales activities
- Help produce content for marketing that highlights business benefits and capability of new product features

Security and Compliance

- Uphold and adhere to Idox Information Security policies and procedures.

To be successful, you should bring:

- Software experience and knowledge
- Understanding of Facilities Management and software-related services
- Consultative approach with influencing skills
- Excellent communication and interpersonal skills.

Technical Skills

- Experience with design specifications and supporting documentation
- User manual writing experience
- Familiarity with APIs, data formats (e.g., JSON, XML), and database basics.
- Ability to deliver training and manage user groups.
- Basic skills in using tools like Visio, Lucidchart, or Figma for diagrams

Soft Skills

- Strong relationship-building and negotiation skills
- Excellent time management and prioritization skills
- High level of commitment and passion for service excellence
- Proven ability to juggle multiple projects while maintaining attention to detail.

Personal Qualities

- Results-driven with a track record of achieving goals and objectives
- Strong written, listening, and oral communication skills.

Additional attributes welcome:

- Healthcare domain experience
- Subject matter expertise related to Idox products and market segments
- Drivers licence.

About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

Our Values

Dynamism
We shape our future

Responsibility
We are accountable for our actions

Integrity
We do the right thing

Valued
We value each other

Excellence
We set the benchmark for quality

DRIVE
The core values taking us forward

Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

Our Benefits

 Flex to Fit

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.

Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.

Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.

Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.

Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.

Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.

Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

How to Apply

Please submit a CV, and a short cover letter *(maximum 500 words - including salary expectation, and current remuneration)* explaining why you feel you would be suited to this role to **join.us@idoxgroup.com**

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: **https://www.idoxgroup.com/policies**