



Job Title: Technical Business Analyst

Reporting to: Head of IT

Hours: Full Time

Location: Bromley

The Role

We are looking for a technically minded Business Analyst to join our IT team and act as the link between the business and technology.

You will work with colleagues across the firm, the internal technical team and external suppliers to understand business needs, define technical requirements and coordinate the delivery of effective technology solutions.

This is a business-focused role for someone who understands how software and applications work, can read and interpret code, and enjoys finding practical ways to improve business processes through technology. You will help take ideas from initial requirements through to delivery, testing and implementation, ensuring solutions meet business needs and align with the firm's wider IT strategy.

The main duties include but are not limited to:

Business Analysis & Systems Delivery

- Work with colleagues across the firm to understand business requirements, challenges and opportunities.
- Analyse existing processes and identify opportunities to improve, simplify or automate them.
- Gather, analyse and document business and technical requirements, including functional specifications, user stories and acceptance criteria.
- Act as the link between business stakeholders, the internal technical team and external suppliers.
- Coordinate the delivery of system enhancements and improvements, ensuring requirements are understood and solutions meet the intended business need.
- Manage and prioritise the business systems and development backlog with the Head of IT.
- Maintain appropriate system, process and technical documentation.

Technical Understanding & Integration

- Apply a good understanding of software development principles and the software development lifecycle to support technical discussions and solution design.
- Read and interpret code sufficiently to understand application logic, investigate issues and work effectively with technical colleagues.
- Understand how applications, databases, APIs and integrations work together.
- Support technical problem-solving, troubleshooting, automation and system integration opportunities.

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- Work with internal technical colleagues and external suppliers to deliver and resolve system changes and enhancements.
- Ensure solutions are appropriately documented, tested and released.

Change Control & Project Delivery

- Coordinate the firm's change-control process, ensuring proposed changes are documented, assessed and prioritised appropriately.
- Assess the impact, risks, dependencies and potential benefits of proposed changes.
- Support IT and business projects from initial requirements through to implementation.
- Coordinate user acceptance testing (UAT), ensuring solutions meet agreed requirements and business expectations.
- Work with stakeholders and suppliers to resolve issues, manage dependencies and keep projects progressing.
- Support implementation, communications and user adoption, reviewing completed changes to identify further improvements.

Process Improvement & Automation

- Identify opportunities to improve business processes through technology, automation and better use of existing systems.
- Challenge existing processes and recommend practical solutions that improve efficiency and reduce manual work.
- Support the firm's wider digital and technology roadmap.
- Keep up to date with relevant technologies and identify opportunities that could benefit the business.

Information Security & Governance

- Support the Head of IT with information security, technology risk and governance activities.
- Support the ongoing development of the firm's Information Security Management System (ISMS) and preparations for ISO 27001 certification.
- Assist with audits, evidence gathering and the improvement of risk-related processes, working with the relevant teams.
- Consider security, risk and compliance requirements when assessing and introducing new systems or changes.
- Lead supplier security assessments and technology due diligence, identifying potential risks and ensuring appropriate actions are followed up.

Stakeholder & Supplier Management

- Build effective working relationships across the firm and facilitate requirements meetings, workshops and discussions.
- Explain technical concepts clearly to non-technical colleagues.
- Work with suppliers to resolve issues, deliver enhancements and ensure solutions meet business requirements.



- Challenge suppliers constructively to ensure technology delivers value and supports the firm's needs.

About You

We are looking for someone who combines strong business analysis skills with sound technical understanding. You will be analytical, curious and practical, with the confidence to ask questions, challenge existing processes and take ownership of work from initial idea through to delivery.

You will ideally have:

- Experience as a Business Analyst, Technical Business Analyst, Business Systems Analyst or in a similar role.
- Strong experience gathering, analysing and documenting business requirements.
- Experience working with technical teams, business applications and software-related projects.
- A good understanding of software development concepts and the software development lifecycle.
- The ability to read and understand code, application logic and technical documentation.
- An understanding of databases, APIs, integrations, automation and cloud-based applications.
- Experience coordinating system testing, user acceptance testing and change implementation.
- Strong analytical, problem-solving and organisational skills.
- Excellent communication and stakeholder management skills, including the ability to explain technical concepts to non-technical audiences.
- The ability to manage competing priorities and work independently while collaborating effectively with others.

Technical Skills & Desirable Experience

You should be comfortable discussing how modern business applications are developed, integrated, tested and supported. You do not need to be a hands-on software developer, but you must have sufficient technical knowledge to understand how solutions work and engage meaningfully with the people building and supporting them.

Experience with tools and technologies such as Git/GitHub, SQL, Power BI or AI-assisted development tools would be advantageous. Practical programming experience would also be beneficial, but is not essential.

Qualifications

A relevant degree or professional qualification is desirable but not essential. Qualifications in Business Analysis, Project Management, IT or Information Security would be advantageous.

We place greater emphasis on practical experience, technical understanding, problem-solving ability and the capacity to deliver meaningful improvements.

What We Offer

The opportunity to take a broad and influential role within a hands-on IT team, working closely with the Head of IT and colleagues across the firm. You will have the opportunity to improve how the firm uses technology, influence business systems and processes, and contribute to the delivery of the firm's wider IT strategy.