poq

About Poq
Poq is a global Software-as-a-Service platform that empowers retailers and brands to create highly effective and fully customised native apps in record time. Apps that allow them to build stronger brands, sell more products, deepen customer loyalty and deliver highly relevant content.

The Poq platform is the result of years of focus on retail apps and is proven to increase customer engagement and revenue. Clients include the largest brands and retailers, such as Missguided, Hotel Chocolat, Holland & Barrett, Belk, PLT, the Cotton On Group and FeelUnique.

The London-based start-up, has offices in London and New York. Founded in 2011, the company is VC-backed raising £16.5 million and recently closed Series B funding in 2018, the most recent round was led by Smedvig Capital, with participation from previous backers Beringea and Revolt Ventures.

About the role - Technical Business Analyst
You will work closely with our clients and internal team members at Poq to gather business and technical requirements and translate them into technical specifications and deliverables. You will be comfortable working across an array of different software solutions (e.g. the Poq Platform solutions as well as customer or third party systems and vendors) and make recommendations to our developers and clients. You can expect to have Project Management responsibilities and to work with the development team for small-medium projects.

What you'll be doing
- Working with the Solutions Architect and gathering technical and business requirements and translating them into detailed, accurate and unambiguous solutions that would fit with the Poq platform
- Reviewing technical documentation (API / SDKs) and designs, and agreeing/documenting implementation specifics with the project implementation team
- Investigating existing IT systems from clients and partners and formulating options for how to approach integrations
- Bridging across project managers, developers, designers and clients to deliver features on time and to an impeccably high standard
- Translating solutions and requirements into written specifications, documentation, diagrams and user stories
- Professional experience with story-tracking and documentation tools such as JIRA, Confluence, Trello etc
- Availability to travel and attending client meetings within the UK and Internationally (up to 10% of the time)
- Extensive client-facing customer relationship management

What we're looking for
Experience:
- 2+ years experience in a Business Analyst role, ideally within ecommerce, retail or software development
- Technical understanding of software development and integrations. Hands-on experience is a plus, but not required on the job
- Demonstrable client-facing experience and the ability to manage several stakeholders and prioritise/multi-task
- Demonstrable experience in scoping and documenting technical integrations for existing or newly acquired clients
- End-to-end experience in an agile environment as a Business Analyst
- Project experience across UX and IT/backend integrations
- Excellent communication, leadership qualities, self-starter attitude, fast learner and attention to detail
- Experience reviewing and understanding data feeds, APIs, web services, SDKs

- Strong command of the English language, both verbal and written

Desirables:
- Bachelor's Degree in Computer Science or similar
- Experience in supporting the pre-sales process (technical estimations and scoping)
- Experience writing Statements of Work and producing technical estimates
- Knowledge around iOS, Android native development or Microsoft Azure or other Cloud Computing services
- Looking for someone who is strong on the business and technical side
- Experience working with SaaS platforms in the ecommerce industry
- Professional experience with Jira

We love spending time together as a team, [check us out on Instagram](#). You can see [more about our team here](#).

How to apply
We'd love to hear from you - please email your CV to recruitment@poqcommerce.com.

GDPR Compliance at Poq
Poq will use the personal data provided by you in your application to contact you regarding matters relevant to the recruitment of this role. Members of the People team and relevant hiring managers and interviewers will have access to your CV during the recruitment process.