Job Title: Solution Analyst
Reporting to: Director of Change and Transformation
Duration: Permanent
Location: Dublin

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door – you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

An opportunity has come up for a Solution Analyst to act help define and deliver a series of diverse key projects with the delivery and systems roadmaps. The role presents a dynamic and challenging opportunity for an experienced analyst who wants to develop a close alignment to our core business, through the Business Systems and Programme Office teams.

Key Duties and Responsibilities:

- Arrange and conduct meetings, workshops and presentations for a variety of audiences, demonstrating consistently high quality communication, elicitation and persuasive skills.
- Document and map complex business processes and solutions using standard procedures, methods and tools
- Work closely with business users in order to identify and translate their needs into solution designs and systems specifications.
- Work closely with developers during the technical design and implementation phases to ensure common understanding, agreement and effective implementation of projects.
- Strong communicator capable of translating technical and business detail to gain commitment from stakeholders.
- Support UAT during all phases of testing to ensure requirements as detailed in the Business Requirement Specification document have been delivered and are ready for release.
- Work with Technology and operations to ensure functionality is released to with minimal adverse impact to the business.

The Person:

- Strong Solution Analysis experience (3-5yrs)
- Strong understanding of telecommunication process flows
- Experience and understanding of call-centre systems
- Data flow analytics and process mapping experience
- Understanding of technology and IT systems.
- Project management skill with ability to plan and schedule own
- Good people/negotiation skills with the ability to communicate clearly

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Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.