

Business Analyst – Product Management

STEMSOFT Software Inc. is a privately owned Canadian company, headquartered in Vancouver, BC since 1993 and boasts over 130 clients worldwide, and growing.... We are recognized worldwide as the leader in the field of cell therapy informatics providing end-to-end solutions for data management, quality assurance and regulatory compliance for hospitals and laboratories.

STEMSOFT is part of the STEMCELL Group of Companies which is dedicated to providing a range of leading edge products that support innovative research in hematology, immunology, cancer research, developmental biology, and many other areas of life science research. STEMCELL employs approximately 400 professionals globally and is proud to be the largest biotech employer in BC.

The Business Analyst will communicate with all areas of the company by working closely with the Product Manager to translate market needs into requirements. The Business Analyst will work with Research & Development to define and clarify product technical requirements throughout the development process as well as collaborate with marketing to define the go-to-market strategy, help understand the product positioning, key benefits, and target customer. The Business Analyst will also serve as the internal and external advocate for product offering, occasionally working with the sales channel and key customers.

What we Offer our Employees:

- Company paid extended health and dental benefits
- Competitive pay
- Company stability with 20% annual growth
- Supportive and dynamic team environment with visibility to other members in the organization
- Convenient Vancouver location with amenities and transit just minutes away

Responsibilities:

- Elicit requirements using interviews, document analysis, requirements workshops, surveys, industry conferences, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis
- Develop requirements specifications according to standard templates
- Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs
- Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements as needed
- Work independently with users and under direction of a product manager
- Serve as the conduit between the customer community (internal and external customers) and the software development team through requirements
- Collaborate with product manager, developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs
- Be the liaison between the business units, technology teams and support teams
- Plan and monitor product release activities
- Work with cross functional groups within STEMSOFT to ensure that value propositions are conveyed in the development of products and services
- Coordinate with Marketing to define the go-to-market strategy, helping them understand the product positioning, key benefits, and the target customer profile
- Collaborate with Customer Support and Professional Services for non-compliance issues, technical specifications, customer communication and upgrades/updates schedules
- Assist in activities associated with Product Planning, Program Strategy, Sales Readiness and Product Support

Qualifications:

- Previous experience with LIMS or LIS is an asset
- Experience working within an Agile process is an asset
- Undergraduate degree or equivalent experience. Major in Computing Science or Healthcare related undergraduate degree preferred
- Strong analytical and product management skills required, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements
- Strong knowledge of how to develop functional requirements as use cases
- Excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts
- 5+ years of business analysis experience
- Strong understanding of UML and software requirements development concepts
- Experience generating requirements for commercial-off-the-shelf software preferred
- This position requires travel to customer and non-customer sites inside and outside Canada (20%)
- Ability to solve problems under time pressure with frequent interruptions, and work effectively in a variety of roles with both technical and development systems (e.g. customer service staff)
- Ability to learn and absorb new information-both technical and procedural-and disseminate it to end-users of varying computer skills
- A strong work ethic and excellent interpersonal skills
- Ability to multi-task while meeting deadlines in a fast-paced environment
- Fluent in English with excellent written and verbal communication skills
- Excellent organizational skills

This is an opportunity to work with highly motivated colleagues in a science-oriented, creative and dynamic environment. We offer a competitive salary, excellent benefits and significant career development opportunities. Please [apply here!](#)