



## Technical Business Analyst

### About GMO GlobalSign

GlobalSign is the leading provider of trusted identity and security solutions enabling businesses, large enterprises, cloud service providers and IoT innovators around the world to secure online communications, manage millions of verified digital identities and automate authentication and encryption. Its high-scale PKI solutions support the billions of services, devices, people and things comprising the Internet of Things (IoT). The company has offices in the Americas, Europe and Asia. For more information, visit <https://www.globalsign.com/en/company>.

**Summary of the role:** This role is an exciting opportunity to join a team building high-volume PKI solutions built using the latest technologies, in an evolving, exciting, challenging and enabling work environment. We are seeking a Technical Business Analyst (BA) to work with the core services of our Atlas Platform.

**Purpose:** The individual in this role will be responsible for collaborating with other technical and non-technical stakeholders throughout the business to elicit, analyse and translate specific needs to produce clear, unambiguous business requirements for two development teams.

Reporting into the Director of Product Delivery, they will be responsible for framing outputs to help shape the delivery of a best in class platform where customers can acquire and manage their PKI Solutions.

**Department:** Product Operations

**Reporting into:** Director of Product Delivery

**Location:** London, UK

**Nature of employment:** Permanent

**Contractual hours:** 37.5 hours per week

**Reports:** This role does not have people management responsibilities.

**Travel:** Occasional

**Flexible working:** We are hybrid working and would consider remote working with occasional office visits or other flexible working arrangements as long as you permanently reside in England.

**Equal opportunities, diversity and inclusion:** We are an equal opportunities employer committed to diversity and inclusion and have a zero-tolerance approach towards bullying and harassment.

**Right to work:** For your application to be considered, you must have a current right to work in the UK.

**Background checks:** Due to the trusted nature of our business, you will be required to undertake identity and background checks, including criminal record checks and qualifications, and periodic reviews of trustworthiness. You will also be required to immediately inform your line manager of any changes in your circumstances relevant to these checks.

## **Main job responsibilities and accountabilities**

- Working alongside our other Product Managers, Product Owners and Product-Engineering squads, you will be responsible for:
  - Supporting the Squads' PO in capturing and validating business and system requirements, reporting back to stakeholders for acceptance.
  - Supporting the delivery of analysis for any assigned feature, providing a high-quality service to the Squads' PO and business stakeholders.
  - Translating complex business requirements into comprehensive and detailed Jira tickets for the engineering and architecture teams.
  - Documenting and communicating using various Business Analysis tools: Jira, Confluence and Miro.
  - Fostering strong relationships with stakeholders to understand evolving business needs.
- Responsibility for complying with company policies and procedures, including but not limited to information security and acceptable use, and for undertaking mandatory in-house company training as required.
- Undertake other job responsibilities and accountabilities within the remit of the job role as and when these may arise.

## **Person specification**

### Essential

- Relative and demonstratable experience as a IT Business Analyst, developer or software automation tester.
- Be a motivated self-starter with excellent verbal and written communication skills.
- Highly collaborative, quickly builds trust and respect.
- Proactive issue and risk management approach.
- Able to adapt to rapidly changing situations.
- Attention to detail.
- Delivery focused and results driven.
- Be a confident Agile Practitioner, comfortable operating within scrum delivery practices.
- Excellent planning, organisational, and time management skills.
- Comfortable working under pressure and flexible work schedule to support our global operations.

### Desirable

- Understanding of SSL/TLS, PKI, Digital Signatures or other security related technologies.
- Knowledgeable about technology, web services, and internet security concepts.



- Examples of technology include: API development and integration, CI/CD pipelines, containers, version control, database management, and programming languages.
- Web service examples: Web protocols (HTTP/HTTPS, REST, SOAP), API management (Swagger for documentation, postman to hit the API endpoints).
- Internet security concepts: Encryption, cryptography SSL/ TLS, AES, RSA. Authentication and authorisation i.e. OAUTH OpenID, JWT. Secure coding: XSS, or SQL injections
- Understanding of pen testing.
- Understanding of zero trust architecture.
- Understand that there are compliance requirements or be familiar at least with GDPR.

### **One GlobalSign Way**

Our employees are expected to fully embrace our 'One GlobalSign Way' and demonstrate the following behaviours daily in their job roles.

- *Ownership* - Be responsible and accountable for own job responsibilities, performance, conduct, learning, training, development, career progression and effective communication.
- *Creativity* - Challenge how things are done, suggest more effective and efficient ways of working, actively seek to improve customer service and product offering to both external and internal customers.
- *Integrity* - Behave ethically and morally by complying with Company rules, policies, processes, procedures, and governmental/governing body laws and regulations.
- *Collaboration* – Understand and demonstrate effective team working skills by working successfully within and across teams.
- *Diversity (and inclusion)* - Contribute to a dignified work environment by respecting and including others irrespective of age, culture, ethnicity, race, nationality, religion, belief, gender, gender reassignment, sexual orientation, disability, marriage/civil partnership and pregnancy/maternity.
- *Waku Waku* - Seek to be passionate and positive about GMO GlobalSign by aligning with the mission, vision, behaviours and objectives.

### **What we offer**

We offer a competitive salary and benefits package including company profitability scheme, workplace pension, group income protection insurance, group private health insurance, group life insurance cover and much more.

### **Application process and deadline**

If you meet the criteria listed above, found the nature of our business fascinating, and can demonstrate our One GlobalSign Way behaviours daily, then please apply for the role by emailing your cover letter and current CV/resume to [hr-uk@globalsign.com](mailto:hr-uk@globalsign.com) before 5pm on Wednesday, 5 February 2025.

**Privacy Policy**

I understand that by continuing to apply for this vacancy, I am agreeing to the processing of my personal data, subject to GlobalSign's [Privacy Policy](#).