

Job Description

Position:	Manager, Business Analyst
Department:	Project Management Office
Reporting to:	Senior Manager, Project Management and Business Analysis
Location:	Head Office

I. Duties and Responsibilities

a. BA Strategy & Governance

- Implement BA framework, standards, templates (BRD, FSD, User Stories).
- Establish requirement governance, traceability, and quality control.
- Align BA practices with Agile, SDLC, and regulatory requirements.

b. Team Leadership & Capability Building

- Lead, mentor, and develop BA team members.
- Define roles, responsibilities, and career paths for BAs.
- Conduct training, coaching, and performance evaluation.

c. Stakeholder & Business Alignment

- Act as bridge between business, IT, and senior management.
- Facilitate strategic workshops and requirement alignment sessions.
- Ensure business needs are translated into clear, actionable deliverables.

d. Delivery Oversight

- Oversee BA activities across multiple projects and Scrum teams.
- Ensure quality of requirements, backlog readiness, and acceptance criteria.
- Support release planning and prioritization with Product Owners.

e. Process & Workflow Optimization

- Drive business process analysis and re-engineering.
- Identify efficiency improvements and automation opportunities.
- Ensure end-to-end process clarity and system impact assessment.

f. Risk & Change Management

- Identify and mitigate requirement-related risks.
- Manage scope changes and ensure impact visibility.
- Ensure compliance with internal policies and external regulations.

g. Collaboration with QA & Delivery Teams

- Ensure alignment between BA, QA, and Development teams.
- Support UAT readiness and validation of business scenarios.
- Promote "shift-left" mindset for requirement clarity and quality.

h. Reporting & Decision Support

- Provide BA insights for project status, risks, and go-live readiness.
- Prepare reports for IT Steering Committee and senior management.
- Support data-driven decisions for product and project direction.
- Other tasks assigned by the line manager.

II. Qualification

- Bachelor's Degree in Information Technology, Computer Science, Information Systems, Engineering, or related field.
- Professional certifications in project management or agile delivery are highly preferred, such as: CBAP (Certified Business Analysis Professional), PMI-PBA (Professional in Business Analysis), PMP (Project Management Professional), and Agile / Scrum Certification (CSM, PSM, SAFe).
- 4+ years of experience in Business Analysis or related roles.
- 3+ years in leadership or team management.
- Strong experience in banking or financial services projects.
- Experience in regulatory-driven environments and audit compliance.
- Experience working within regulated environments and supporting IT governance aligned with National Bank of Cambodia Technology and Cyber Risk Management Guideline (TCRMG) or similar regulatory frameworks.
- Strong leadership and people management capability.
- Deep understanding of Agile (Scrum) and hybrid delivery models.
- Strong stakeholder management and communication skills.
- Ability to manage complex, cross-functional delivery environments.
- Strong problem-solving and decision-making skills.
- Experience with Agile tools (JIRA, Confluence, etc.).
- Good understanding of banking systems and regulatory requirements.