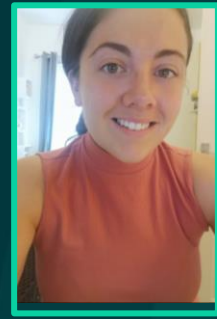A Day in the Life of a

Business Analyst

Tanya Matthews from our UK Digital and Cloud Solutions team discusses her role.

How did you get into the role of a Business Analyst?

I was originally thinking of studying Dietetics but was encouraged to take part in a programming club at school - much to my horror at the time as I never thought it was something I would like and it was a stereotyped, male-dominated class. However, it made sense given I enjoyed IT, mathematics, and art. After a few attendances, I realised I loved programming so I switched to apply for computing courses. I studied a part time degree in computing systems at Ulster University and worked full time as a Software Engineer. I moved into a B.A. role to be exposed to more client delivery projects.

What are the key moments in your day?

My role is all about working collaboratively in a team - so the key moments are having important conversations with others. When I do work alone, it will be on content such as creating and updating existing user stories which I then share within my team, share with stakeholders or work alongside others to develop further.

What are the best AND most challenging parts of your job?

I love talking to people, meeting new people, no day being same and delivering software which makes users lives easier. The most challenging part is being honest with clients as sometimes you might need to have some difficult conversations that they don't want to hear. But it is the right thing to do and will result in a stronger relationship with the client and a better outcome in the long term.

What advice would you give to someone looking to become a Business Analyst?

Communication is key - you need to not only communicate clearly within your team but listen to and respect the opinions of those on your team to enable you to make the right decisions for clients. Be open to change - be it a changing requirement, or timelines. Make connections - be it attending events or following social media accounts of your target job roles. Have confidence in your self - I know I suffer from imposter syndrome and many others in the technology sector often do, but it's so important that you have confidence in your own ability.

Describe your job in 5 words or less.

Adapting to and handling change.

VERSION 1