

Shazam

Shazam is the world's leading mobile music discovery application, enabling consumers to experience and share music with others across mobile devices and the internet. With more than 35 million end-users since its launch as the first mobile-specific service to help consumers discover and share new music.

Headquartered in London England, Shazam's solutions enhance the music strategies of more than 75 carriers across 60 markets globally, including AT&T, T-Mobile and Vodafone. Its mobile products on iPhone, Android, Blackberry and Windows Mobile platforms are the acknowledged leader in music recognition and discovery.

Shazam's successes have been recognised through numerous awards, including the Mobile Entertainment Award for Best Music Service Provider.

Role Specific: Business Analyst/Product Manager

Due to expansion of this company's business, Shazam is seeking a Business Analyst. The position will support the Product Marketing team in capturing detailed product requirements for its products on the mobile and internet platforms to ensure the go-to-market success of the company's product set.

The role reports to the Product Manager but will require daily interface with other areas of the business, especially engineering, in addition to technical operations, legal, business development and QA. In addition the role will involve direct interaction with product teams at Shazam's customers such as Samsung and AT&T.

The main focus is on mobile application development, but will also involve working with international billing and content provider integration.

The ideal candidate will bring skills honed in B2B and B2C environments, and will be keen to take greater responsibility and product ownership in a fast-moving entrepreneurial environment. The role will provide significant opportunities for growth and advancement.

Core Job Description

The following are the key deliverables expected of the successful candidate:

- Writing and managing business requirements for the company's suite of products and services
- Creating new documentation where necessary to capture additional product requirements in line with new customer needs, new markets or changes to the business environment
- Writing and maintaining product (including user experience) and service definition documentation and ensuring agreed requirements are translated into product functionality
- Working with Technical Project Management and Engineering to ensure projects are delivered to specification and time
- Measuring the quality of delivered products against approved requirements
- Transferring learning and best practice from one successful project to others.

Role deliverables

The following are the key deliverables expected of the successful candidate.

- Documentation of platform specific business requirements, application flows and use cases
- Wireframing of mobile application and traditional web flows
- Management of application localisation process (Translation & QA) with external agencies
- Manage the delivery of assets including text, images and other marketing elements which are needed for delivery of final products. This will involve briefing and managing external partners, including translation and other agencies.
- Assist the development team in the resolution of issues during development phase, modifying scope documentation, raising change requests and updating product documentation if necessary.
- Co-ordinate the communication of launch feature scope and customer benefits and ensure they are clearly explained to internal stakeholders including marketing communications and customer services (e.g. FAQs).
- Capture and document learning from launch deployments and ensure that they are fed back to the Product Marketing team and the wider business. Document best practice and communicate to other members of the team.
- Work with QA to ensure issues discovered in User Acceptance Testing are prioritised with other issues
- Resolve any issues during the in-life phase immediately after launch, working with customer services to act on customer feedback and modify products in-life where necessary.

Person specification

This job requires an implicit understanding of the business requirements gathering and presentation process, good business acumen, excellent command of oral and written English, plus a keen eye for detail. Self-motivation and the ability to learn quickly are essential as well as being able keep up with a rapid pace of technical and business change.

The ideal candidate will be an ambitious, organised self-starter, keen to broaden experience and take on more responsibility. He or she should be able to communicate at all levels of the business, as well as being fluent in the terminology of marketers, project managers and developers.

The Business Analyst should be able to take ownership of the documentation workstream with confidence and bring clarity, organisation and authority to the area. The role is newly created at a time of significant expansion for the company and will play a key part in delivering future growth.

Skills & Experience

Essential skills:

- Education to Degree standard – BSc, BA or equivalent
- High standard of written English
- Attention to detail in gathering requirements
- Excellence in using Microsoft Office
- Competence with creating visual documentation in Visio and PowerPoint
- Competence in wireframing for web and application screen development
- Experience of working with Agile development environment
- Competence in version control, tracking and document publishing

Essential experience:

- Solid experience as a Business Analyst or Product Manager, ideally in mobile application development
- Experience of customer visits and requirements capture in a business context
- Management of multiple stakeholders within an organisation

Other desirable skills and experience:

- Prior experience of requirements capture and alignment from multiple customers, multiple countries or languages
- Experience working with translation/localisation of software or websites
- Previous experience in the telecoms, media or technology sector
- An interest in music and/or the music industry
- Fluency in one or more additional European or Asian languages

Candidates must hold a valid UK work permit and be prepared to travel outside the UK

To apply please send your CV to recruitment@shazamteam.com

For more information on our company please visit www.shazam.com

This role is located in Kensington, London, UK.

