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Product Analyst

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Company: Greater Giving, Inc.

Location: Australia

Category: other-general

About UsThrough local expertise and global scale, we at Global Payments Oceania deliver market-leading technology solutions through five regional sub-brands —Eway, Ezidebit, Sentral, Pigeonhole Software and Storman. Collectively, these brands are anchored by Global Payments, a world leader in payments and software solutions and a Fortune 500 brand with a worldwide footprint to accelerate our customers' full potential. As pioneers within the Australia and New Zealand payments landscape, Eway is a leading business-to-business ecommerce provider and Ezidebit a digital recurring business-to-consumer payments About the role As a Product Analyst at Global Payments, you'll be at the forefront of innovation, working with cutting-edge technology and collaborating closely with business stakeholders to deliver exceptional product experiences. Working in an agile environment you will also: Engage with stakeholders across Global Payments, to gather business requirements and to identify opportunities for process improvement; Conduct in-depth analysis of product performance, user behaviour, and market trends to drive strategic decision-making. Collaborate crossfunctionally with product managers, product owners and developers to optimise product features and user experience; Develop current and future state processes related to the endto-end customer experience in partnership with business stakeholders; Utilise data-driven approaches to identify opportunities for product enhancement, new feature development, and growth initiatives; Present findings and recommendations to stakeholders at all levels, influencing product roadmap and business strategies About you You are passionate about understanding customer needs and transforming data into actionable insights. You thrive in a dynamic environment where you can make a significant impact on product

development. In addition, for having alove for technologyand curious mindset you will also bring: Minimum of 5 years commercial experience as a Product or Business Analyst; Deep industry knowledge of payments, ideally across ecommerce, in-store, or recurring payments. Solid understanding of product lifecycle and agile development methodologies; Excellent communication and collaboration skills, with the ability to translate complex data into actionable insights for non-technical stakeholders; Qualification or experience in Information Technology or Business Information Systems; Experience in working on complex business processes and system changes, while bringing coherence to diverse stakeholder requirements; Proficiency in leading workshops. Our Benefits We want you to be you! At Global Payments we are committed to an inclusive workplace where you can be your true self, feel supported and nurtured. We understand the struggle of the juggle - the balance of work and personal life can be challenging. So we offer a flexible working rhythm blending in-office and remote working. Your health and wellbeing matter to us and we want you to take care of yourself, take advantage of the vast array of wellbeing resources we offer, use your breaks and your leave including Birthday Leave. We provide a first classemployee assistance programthat offers you and your immediate family members complimentary counselling on life challenges such as financial hardship and domestic matters, plus coaching support for people leaders on wellbeing matters. We offer 12 weeks paid parental leave for either parent as well as two weeks paid secondary carer's leave. Celebrating together is a big part of our culture and we regularly gather for Extravaganza and Team Appreciation Days, plus fun activities brought to you by our social committees. We like to shout at each other, not literally but via Reward and Recognition Programs such as Shout Outs - recognising our people that go above and beyond and make a difference to our customers. We also pride ourselves on giving back to the communities in which we operate, so we provide two Days of Service each year to volunteer in a cause that matters most to them. Other benefits available include salary sacrifice, study leave and an Employee Stock Purchase Plan . Ready to Apply? If this role sounds right for you, we invite you to apply by clicking the Apply button. Please note you will be redirected to a Global Payments career page to submit your application. For further information please emailkristy.ward@globalpay.com All final applicantsfor this positionwill be asked to consent to a criminal history check. Each application will be considered on its merits. We respectfully ask that no recruiters contact us with regards to this role. #LI-HYBRID #J-18808-Ljbffr

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