Job title:
Business Analyst
Location:
Blanchardstown Corporate Park 2, Dublin 15, Dublin, Ireland
Reporting to:
Product Manager

Job summary:
As a Business Analyst, you will play a critical role in shaping our product and business strategy by translating data into actionable insights. You will work closely with product managers, engineers, marketing, finance, and customer success teams to identify opportunities, validate ideas, improve processes, and measure performance across our SaaS platform.

Responsibilities:
- Collaborate with cross-functional teams to understand business needs and define analytical requirements.
- Analyse product usage, user behaviour, market trends, and operational data to support strategic decision-making.
- Partner with product and engineering teams to define KPIs, measure feature performance, and optimise user journeys.
- Conduct deep-dive analysis into customer churn, onboarding, retention, and lifetime value.
- Develop and maintain data pipelines and documentation where necessary.
- Identify gaps in data and recommend improvements to data infrastructure.
- Present findings to senior stakeholders and contribute to executive reporting.

Requirements:
- 5+ years of experience as a Business Analyst or similar analytical role in a SaaS or technology company.
- Extensive knowledge of agile methodologies, preferably Scrum, and product development processes.
- Strong SQL skills and experience with data visualisation tools (e.g., Looker, Tableau, Power BI).
- Proven ability to translate business questions into analytical queries and actionable insights.
- Comfortable working with large data sets and ambiguity.
- Excellent communication and stakeholder management skills.
- Ability to prioritise and manage multiple projects with competing deadlines.
- Strong critical thinking and problem-solving mindset.

Qualifications:
- Degree in Computer Science, Engineering or Mathematics.
- Experience in product analytics and supporting agile development teams.
- Exposure to statistical modelling, forecasting, or machine learning is a plus.
- Experience in a B2B SaaS environment, especially working with customer success or operations teams.

The Company:
Hellios Information is a supplier information and risk management company operating in financial services, defence, and retail industry sectors. The company was founded to benefit major blue-chip companies and their suppliers by providing a single streamlined approach and by providing and sharing data across an industry community in areas such as modern slavery, cyber security and GDPR.

Hellios has grown up from a start-up in 2012 to having more than 80 people with subsidiaries in The Netherlands, Spain, Ireland, Copenhagen and Australia with a turnover of more than £7million. The Company is continuing to grow quickly, and a key part of this role is to contribute to the Company's future growth.

The ethos of Hellios and each of our people is to provide the highest quality service and technology based on long term sustainable relationships with our buyer and supplier customers. To find out more about Hellios and the core values that underpin the culture of our people, partners, and the way we work with our customers please visit our website at http://www.hellios.com/

Further Info:
Training will be given on specific applications. The Company's policy of blended working requires the postholder to work three designated days in the office and three days working from home. This policy may be reviewed from time to time.