

Business Analyst

Colombo, Sri Lanka (Hybrid/WFH Flexibility)

About Bdynamic Logistics

Bdynamic Logistics is a leading Australian third-party logistics (3PL) provider, offering tailored solutions across B2C, B2B, and big & bulky segments. As a cross-sector logistics partner, we support a wide range of industries including retail, eCommerce, and FMCG. Our operations are underpinned by a strong commitment to technology and innovation, enabling us to deliver efficient, scalable, and customer-focused supply chain solutions.

Our proprietary middleware platform connects key systems such as WMS, OMS, courier networks, and ERP platforms to drive automation and real-time visibility. As we continue to expand, we're growing our technology team in Sri Lanka to support ongoing product development and integration projects. We are currently hiring a Business Analyst to work closely with cross-functional teams and play a key role in translating business requirements into practical, high-impact technology solutions.

Key Responsibilities

- Engage with internal and external stakeholders to gather, document, and validate technical and functional requirements.
- Analyse integration workflows across WMS, OMS, courier systems, ERP platforms, eCommerce channels (e.g., Shopify), and middleware components.
- Develop user stories, process flow diagrams, technical documentation, and data mapping specifications using tools such as Jira and Confluence.
- Collaborate with engineering teams to support the development, testing, and deployment of new integrations and features.
- Investigate and troubleshoot integration-related issues and support continuous improvement initiatives.
- Participate in user acceptance testing (UAT) and ensure successful handover to operational teams.
- Maintain structured documentation for systems, processes, and interfaces to support ongoing enhancements and team onboarding.

Reports To: Product Manager – Bdynamic Logistics, Australia

Key Requirements

- Minimum 3 years of experience as a Business Analyst or Systems Analyst, preferably in logistics, supply chain, or SaaS-based environments.
- Strong understanding of API integrations, middleware platforms, and ERP system connectivity (e.g., NetSuite, SAP, Cin7).
- Proficient in Agile methodologies, with experience using Jira, Confluence, and related tools.
- Excellent communication and stakeholder management skills, with the ability to collaborate across distributed teams.
- Strong analytical and problem-solving capabilities, with a detail-oriented and process-driven mindset.
- Experience working with WMS and OMS platforms is highly regarded.

Why Join Us?

- Join a progressive Australian 3PL leading the way in logistics technology and integration.
- Contribute to the development of a proprietary integration platform that connects critical logistics systems.
- Work with a high-performing, cross-border team committed to innovation and continuous improvement.
- Enjoy flexible working arrangements and opportunities for career development in a growing organisation.