Technical Business Analyst

Colombo, Sri Lanka (Hybrid/WFH Flexibility)

About B dynamic Logistics

B dynamic 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 Technical 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.

• Map user journeys and translate business needs into insights that guide user-centric solution design.

• 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 – B dynamic 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 data formats such as JSON and XML.

• Experience working with ERP systems (e.g., NetSuite, SAP, Cin7) and their integration with logistics platforms.

• 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.