

Report

Business Analyst Tasks – Flyer EduTech Platform

Nguyen Tran Thanh Hai

According to job description and research about the position, the role of a Business Analyst (BA) at FLYER is to help ensure the platform **meets the needs of teachers, students, and school administrators**. The core responsibilities and tasks are structured by area as follows:

1. Understand the Business Goals & User Needs

- Learn how teachers, admins, and students use the platform.
- Interview stakeholders to identify challenges and improvement areas.
- Summarize pain points and feature usage insights.

2. Elicit and Document Requirements

- Gather and write clear, structured requirements for new or improved features.
- Write user stories (e.g., As a teacher, I want to auto-grade writing tasks, so I save time).
- Define acceptance criteria for success of features.

3. Analyze Data for Insights

- Use user behavior data to support decisions (e.g., feature usage, student performance).
- Identify patterns in student and teacher activity.
- Create reports and dashboards as needed.

4. Collaborate with the Product & Tech Teams

- Participate in meetings discussing new features and improvements.
- Help developers understand business needs.
- Review mockups and provide feedback.

5. Help Test Features

- Write or assist in creating user acceptance test (UAT) cases.
- Test if features function as expected.
- Report bugs and record feedback.

6. Provide Feedback & Recommendations

- Suggest improvements based on teacher feedback and personal observations.
- Identify confusing user flows or inefficiencies.
- Propose workflow optimizations or enhancements.

❖ Practical Examples from Internship

- AI Grading Tool – Analyze accuracy and gather user feedback.
- Create Function – Collect teacher feedback and suggest UI changes.
- Programs Section – Recommend filters or sorting for easier navigation.
- School Setup – Ensure roles and permissions are user-friendly.

❖ **Summary of Main Tasks**

- Interview stakeholders and gather feedback.
- Write requirements and user stories.
- Analyze data and provide insights.
- Act as a bridge between business and technical teams.
- Test features and report issues.
- Suggest ongoing product improvements.