

Job Title: Business Analyst
Location: St. Louis, Missouri or remote
Department: Product
Reports to: VP Product and Integrations

About LoanNEX

LoanNEX is a fast growing SaaS company leading the mortgage industry in expanded eligibility, pricing, and decisioning tools enabling originators to navigate simple to complex mortgage needs for their borrowers. We provide bi-directional tools connecting originators with mortgage investors, and vice versa, streamlining access to find the best answers for borrowers. LoanNEX serves enterprise and independent mortgage lenders nationwide and is designed to support complex pricing models, investor eligibility requirements, and integrations with Loan Origination Systems (LOS) and other mortgage technology platforms.

Position Overview

We are seeking a detail oriented and customer focused **Business Analyst** to support the continued development and enhancement of our pricing and eligibility platform. In this role, you will gather requirements, translate business needs into clear specifications, support product enhancements, and ensure our platform delivers exceptional value to clients. This role serves as the critical bridge between Product, Engineering, Quality Assurance, and Operations. As a small, agile team, we value collaboration, ownership, and people who enjoy solving complex problems in the mortgage and fintech space.

Key Responsibilities

Requirements Analysis and Documentation

- Gather, analyze, and document business requirements from internal stakeholders and clients
- Translate mortgage pricing, eligibility, and workflow requirements into clear functional specifications
- Write detailed user stories with well-defined acceptance criteria
- Partner with Engineering to develop technical stories and identify dependencies or gaps
- Ensure requirements are clearly understood by Engineering and QA teams
- Ensure requirements are complete, testable, and ready for development
- Partner with Engineering and Product to clarify requirements and resolve questions during development
- Maintain accurate, up-to-date documentation of business rules, pricing logic, workflows, and system integrations
- Support analysis and documentation of integrations with Loan Origination Systems and external platforms



Cross Functional Collaboration and Coordination:

- Assist in setting up Agile processes : daily standups, sprint planning, sprint reviews, and retrospectives
- Support Product in ensuring backlog, defects, enhancements, and roadmap priorities are groomed, estimated, and prioritized
- Track sprint health metrics and surface blockers early
- Enforce process standards with authority to escalate when needed
- Drive continuous improvement through actionable retrospective outcomes

Product & Feature Support

- Assist in solution design for new features, integrations, and automation.
- For integrations, the ability to map data fields and document
- Prepare documentation, including release notes, training materials, and process guides.
- Collaborate with internal teams to resolve client-reported issues and system discrepancies

Quality Assurance

- Work closely with Quality Assurance to develop comprehensive test plans and test cases.
- Assist with User Acceptance Testing and release validation
- Validate system behavior aligns with business intent and documented requirements

Qualifications

Required

- Bachelor's degree in Computer Science, Information Technology, Business Administration, or a related field, or equivalent work experience.
- 5-10 years of relevant work experience as a Systems Analyst, Business Systems Analyst or similar role.
- Strong experience writing user stories, functional requirements, and acceptance criteria.
- Mortgage industry experience, preferably with pricing engines, secondary markets, product eligibility, or loan workflows.
- Excellent communication skills, both written and verbal.
- Familiarity with SaaS development processes (Agile, Kanban).
- Experience supporting integrations between technology systems
- Experience supporting Quality Assurance, testing, or UAT
- Knowledge of tools like Jira and DevOps

Preferred

- Experience working in or with Product & Pricing Engines (PPE)
- Experience working with Loan Origination Systems (LOS).



- Proven ability to plan, monitor, and control projects, managing timelines, milestones, and deliverables. Experience with Agile methodologies (Scrum, Kanban) is highly valued
- Exposure to financial modeling or secondary market pricing concepts.
- Ability to leverage modern tools, including AI, to improve efficiency and document quality.

Key Traits for Success

- Strong analytical and problem solving mindset.
- Comfortable working in a fast paced, startup style environment
- High attention to detail.
- Curious, resourceful, and committed to continuous learning.
- Ability to manage multiple priorities effectively.

Benefits:

- Competitive salary
- Health, dental, and vision insurance options
- Retirement savings plan with employer contribution
- Paid time off and holidays
- Professional development opportunities

LoanNEX is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, national origin, age, disability, marital status, sexual orientation, gender identity, veteran status, or any other protected status in accordance with applicable federal, state, and local laws. Applicants must be able to work without employer sponsorship. LoanNEX is committed to providing reasonable accommodations for qualified individuals with disabilities.