Digital IT Business Analyst – OMT

The pioneer provider of financial services with a leading market position in Lebanon.

Location: Beirut

Major: Bachelor's degree in Computer Science, Computer Engineering, or any related field

Experience: 5 – 8 years of experience

Major Requirements:
- Manages the Business Analysis projects related to OMT mobile and web applications by applying project management techniques, starting from initiation, planning, execution, monitoring & control until closure
- Performs deep-dive analyses of user interactions, transactions, and behaviors on our applications to identify patterns, bottlenecks, and opportunities for enhancement
- Collaborates with the UI/UX design teams to refine and optimize user journeys
- Leads requirements gathering sessions and proposes solutions accordingly
- Oversees and follows up on coordination with internal developers and external suppliers on new requirements
- Reviews and ensures complete and appropriate documentation of any identified required changes prior to operational acceptance of new or changed applications
- Coordinates between Software Developers and external partners
- Proposes new tools or practices to improve the efficiency and effectiveness of platform analysis and quality assurance processes

Additional Requirements:
- PMP certification is a plus
- Proficiency in English and Arabic; French is a plus
- Proficiency in Microsoft Office
- Proven experience in digital applications and quality assurance
- Proven experience in digital platforms and systems integrations, preferable within financial services
- Strong knowledge of software QA methodologies, tools and processes
- Hands-on experience with automated testing tools
- Microsoft ERP and CRM products experience are a major plus
- SQL Database Knowledge
- APIs knowledge
- Experience in testing SOAP services, RESTful APIs, and other web services with a focus on automation
- Knowledge of Angular framework with Typescript for querying SQL Server, Oracle, and MySQL databases

How to Apply:
Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb,
Ext. 7801; 7802